

Sherford Directory

Your essential guide to Sherford

Version 3
January 2023

All information
correct at the
time of printing.



As Sherford continues to grow and develop, we want to share more information about the various organisations involved in the creation and running of this exceptional new community.

We hope you find this directory useful and easy to refer to. It shows the key amenities, infrastructure and services at Sherford, and lets you know which organisations are responsible for what elements.

Should you want to discuss anything or wish to raise any issues, this directory points you in the right direction to ensure you get the support you need.

Inside is an illustration of a Sherford street, showing everything from roads and recycling, to parks and buses. This is colour-coded to show you who is responsible and where to go for information or help.

On the back is a list of ways to stay up to date with progress at Sherford, different options for communicating with various organisations, and suggestions for getting involved in your community.

As the town continues to move forward, the Sherford Directory will be updated in a digital format and made available on **www.sherford.uk**

Following a plan

Sherford is a new town in its early stages of development, following a plan and processes. In some cases, more than one organisation looks after parts of Sherford, or responsibility shifts over time.

For example:

when a housebuilder is working on a house and a street (or a parcel), they are responsible for the area. When finished, it is handed over to a management company and they become your point of contact.

This directory indicates where more than one organisation is involved in the same element of Sherford. Rest assured, when major changes happen, you will be contacted directly. For instance, when a parcel handover happens, the management company will get in touch with you.

Sherford
Community Trust



SHERFORD
BUILDING FUTURES
EST. 2015

www.sherford.uk

KEY

Sherford Consortium

Responsible for creating Sherford, this is a partnership between Taylor Wimpey and Vistry Partnerships, which includes Linden Homes and Bovis Homes.

For more information or queries about the development:

Email - info@sherford.uk **Visit -** www.sherford.uk

Please contact your housebuilder directly with any issues regarding your home. If your query relates to bin stores, contact your housebuilder if you do not yet have a management company.

Sherford Community Trust

The role of the Trust is to help support the sustainable growth and economic development of Sherford's community. It is funded by the Sherford Consortium under the requirements laid down in the S106 agreement and partially through residents' fees.

Residents of Sherford are invited to contribute their ideas and suggestions to the Trust which exists to support their community to develop in a sustainable way – and residents can apply for a grant scheme to support community initiatives.

For more information:

Email - info@sherfordtrust.org.uk
Visit - www.sherfordtrust.org.uk

Management Companies

Different management companies look after different elements of Sherford. All residents get information about their management company when buying their home. Charges are dependent on the type of property and there are different payments for different purposes, including parcel specific charges, community facilities charges, and a contribution to the Sherford Community Trust.

- **Communal areas:** Mainstay is responsible for maintaining the completed external communal areas. For more information or assistance, call **01905 357777** (or out of hours: **01905 672690**) or email sherfordnewtown@mainstaygroup.co.uk
- **Taylor Wimpey:** completed parcels are managed by Mainstay. Call **01905 357777**
- **Linden Homes and Bovis Homes:** completed parcels are managed by either:
 - FirstPort, call **03333 214080**
 - Gateway, call **01702 443555**
 - Trinity, call **0345 345 1584** or email customersupport@trinityestates.com
- For parcels not yet completed, please contact your housebuilder directly

Plymouth City Council

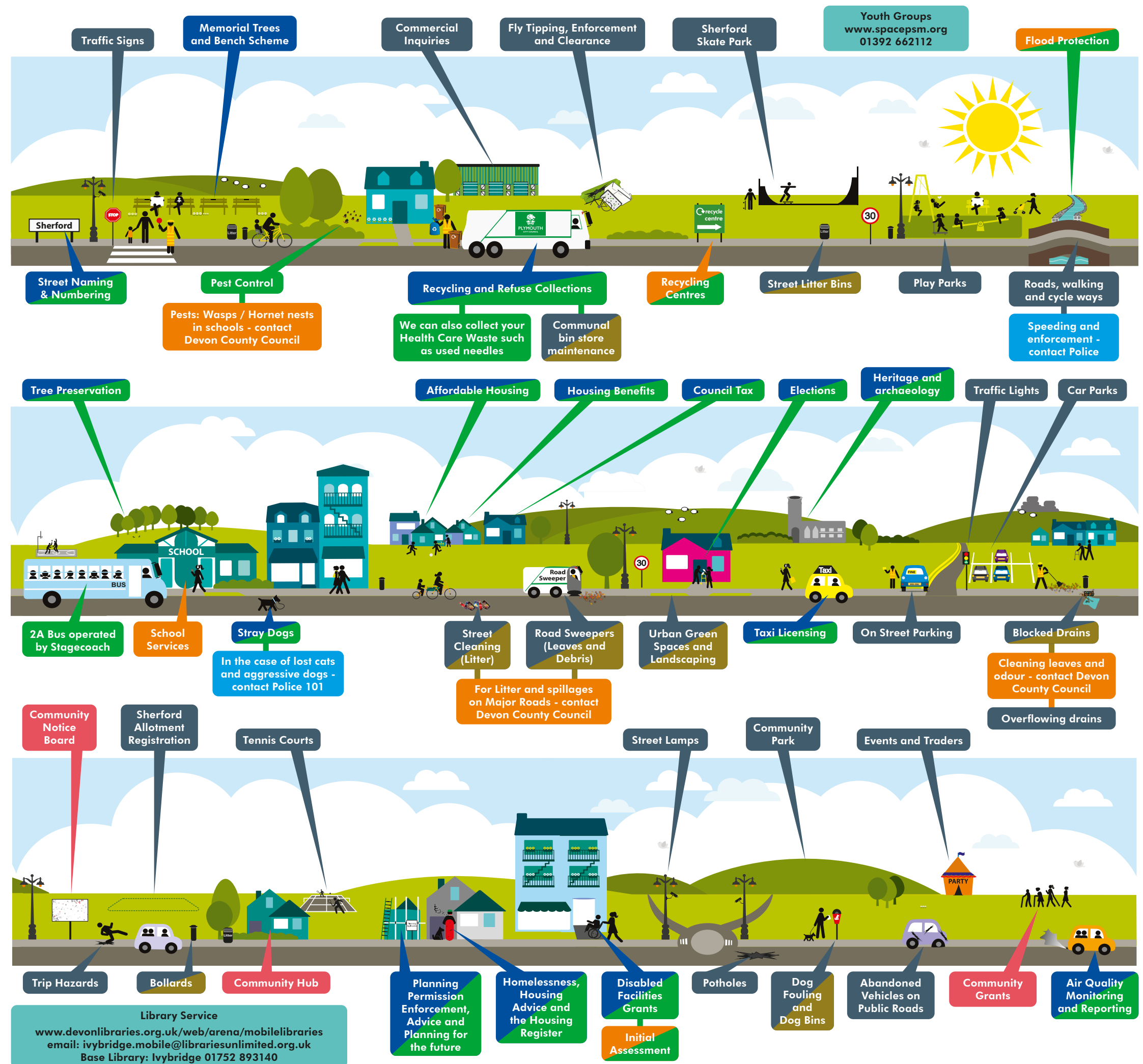
South Hams District Council

Devon County Council

Council-run services may be provided by Plymouth City Council or South Hams District Council, depending on where in Sherford you live. Some services are also provided by Devon County Council.

You will be notified by your relevant Local Authority after moving in. You can also find your local authority on the Moving to Sherford page on www.sherford.org. Contact them by visiting:

www.southhams.gov.uk
www.plymouth.gov.uk
www.devon.gov.uk



Keep in touch

There are plenty of ways to find out more information about the growth and development of Sherford, get advice and help where you need it, and get involved in your community.

Your town

www.sherford.uk website provides information, news, and answers to questions. Currently in the process of being updated, this is the main source of information about Sherford. Official Sherford social media channels are Instagram, Twitter and LinkedIn.

Email questions or concerns about the delivery and progress of infrastructure – such as roads, utilities, housing phases, or community facilities – and make suggestions about future updates to the Sherford Directory, by emailing **info@sherford.uk**. This email is monitored by Brookbanks, the project management company overseeing the construction and site management of Sherford.

Reporting concerns

Any site related security issues should be reported to **info@sherford.uk**

Any a crime or anti-social behaviour must be reported to Devon and Cornwall Police so that it can be logged, investigated, and dealt with.

Five ways to report any issues:

1. Criminal activity must always be reported to the Police by calling 999
2. Anti-social behaviour can also be reported by calling the 101 non-emergency telephone number
3. Visit **www.devon-cornwall.police.uk/contact** and use the online form
4. Visit the same website and use the live web chat function
5. Email **101@dc.police.uk**

Your councils

Contact your Ward Councillor if you are in Plymouth City Council, or your District or County Councillor if you are in South Hams. The Councillors meet on a quarterly basis to share updates on the development. Your Councillors are:

Plymouth

Cllr Churchill - nigel.churchill@plymouth.gov.uk
Cllr Pengelly - vivien.pengelly@plymouth.gov.uk
Cllr Salmon - david.salmon@plymouth.gov.uk

South Hams

Cllr Brown - Cllr.Daniel.Brown@southhams.gov.uk
Cllr Chown - Cllr.Matthew.Chown@southhams.gov.uk

Devon

Cllr John Hart - john.hart@devon.gov.uk

Brixton Parish Council

clerk@brixtonparishcouncil

Any planning applications related to Sherford can be viewed on the Councils' websites.

www.plymouth.gov.uk and **www.southhams.gov.uk**

Your community

Sherford Community Trust runs the Community Hub, located next to Sherford Vale. There is a busy timetable of clubs, activities and services you can access - and it is available to book via

www.hallbookingonline.com/sherford

Sherford Community Trust website includes minutes of meetings, details of the directors, events and activities, and how to apply for funding for community projects. Visit **www.sherfordtrust.org.uk** and contact the Sherford Community Trust Coordinator at **info@sherfordcommunitytrust.org**

Sherford Vale School is a one form entry school, including a nursery. It is run by Westcountry Schools Trust, which has a proven track record for education excellence. Visit **www.sherfordvaleschool.co.uk** for more information.

Sherford has a Mutual Aid Group, which offers support and foodbank supplies. Visit the community Facebook groups for more information, or contact Sherford Community Church or Sherford Community Trust to be put in touch.

Find out more about Sherford Community Church at **www.sherfordchurch.net** or contact its Minister, Tom Brassil at **tom@sherfordchurch.net**

Your home

The housebuilders take customer care seriously and urge you to get in touch directly if you need any support:

Bovis Homes

Call **0800 975 5946**, email **SouthWest.CustomerCare@vistrypartnerships.co.uk**

Linden Homes

Call **0800 975 5946**, email **SouthWest.CustomerCare@vistrypartnerships.co.uk**

Taylor Wimpey

Call 01392 442617, email **ccexeter@taylorwimpey.com**

LiveWest

LiveWest is responsible for many of the affordable rent and shared ownership homes at Sherford. It has a team of housing officers, who can be contacted with any questions or concerns.

- **www.livewest.co.uk** or call **0300 123 8080**

Please recycle me once you're done

