

Sherford Directory

Your essential guide to Sherford

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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.



www.sherford.uk

Sherford Consortium

The Sherford Consortium is a partnership between award-winning national housebuilders, Taylor Wimpey & Vistry Group, which includes Countryside Partnerships, 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 are invited to contribute their ideas and suggestions to the Trust through a set of community-led working groups which exist to support the community to develop in a sustainable way. Residents can also apply for a grant scheme to support community initiative.

For more information:

Email - info@sherfordtrust.org.uk

Visit - www.sherfordtrust.org.uk

For information about community-led working groups contact tom.butt@realideas.org

Management Companies

Different management companies look after different elements of Sherford. All residents get information about their management company when buying their home. You will be asked to pay certain charges and payments depending on the type of property you have. The fees are: an estate charge, a parcel specific payment, and a contribution to the Sherford Community Trust.

- **Communal areas:** FirstPort is responsible for maintaining completed external communal areas that have been handed over. For more information or assistance, call **0333 321 4021** (including for out of hours maintenance issues or advice) or email estateshelp@firstport.co.uk
- **Residential areas:** each residential parcel has a dedicated management company of either FirstPort, Gateway or Trinity, responsible for the upkeep of the shared spaces.
 - FirstPort, call **0333 321 4021** or email estateshelp@firstport.co.uk
 - Gateway, call **01702 443 555** or email estatemangement@gatewayplc.co.uk
 - Trinity, call **0345 345 1584** or email customersupport@trinityestates.com
- For parcels not yet completed, contact your housebuilder directly

Plymouth City Council

South Hams District Council

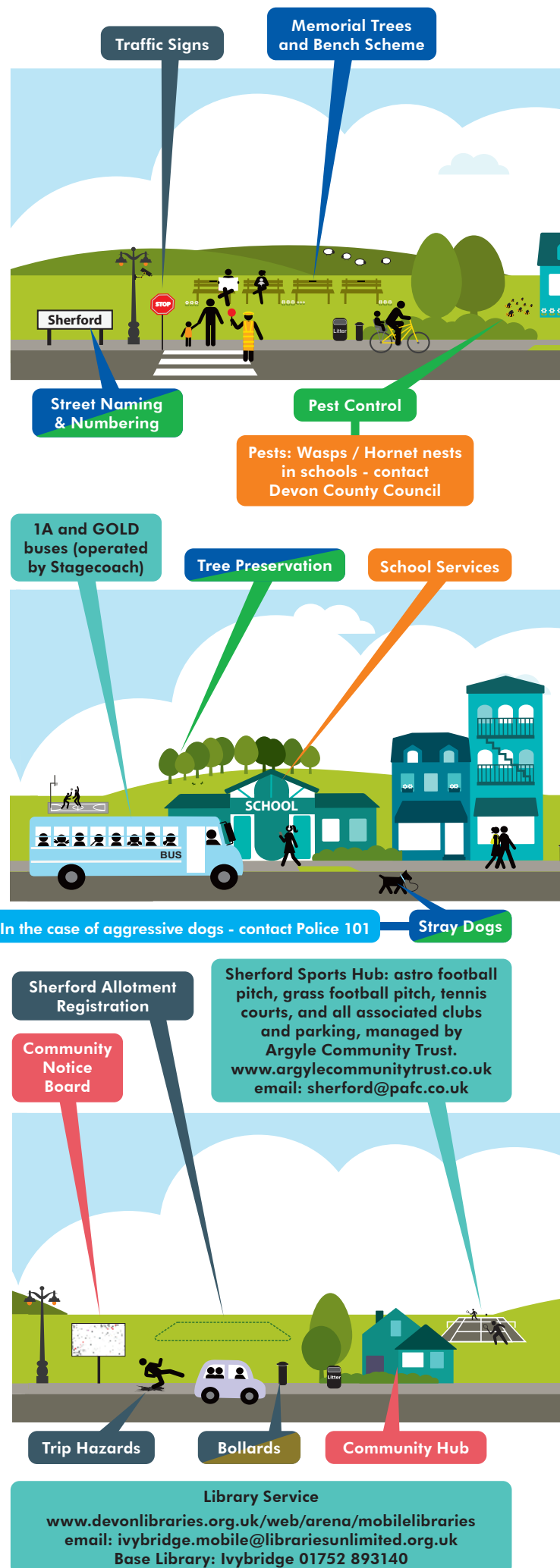
Devon County Council

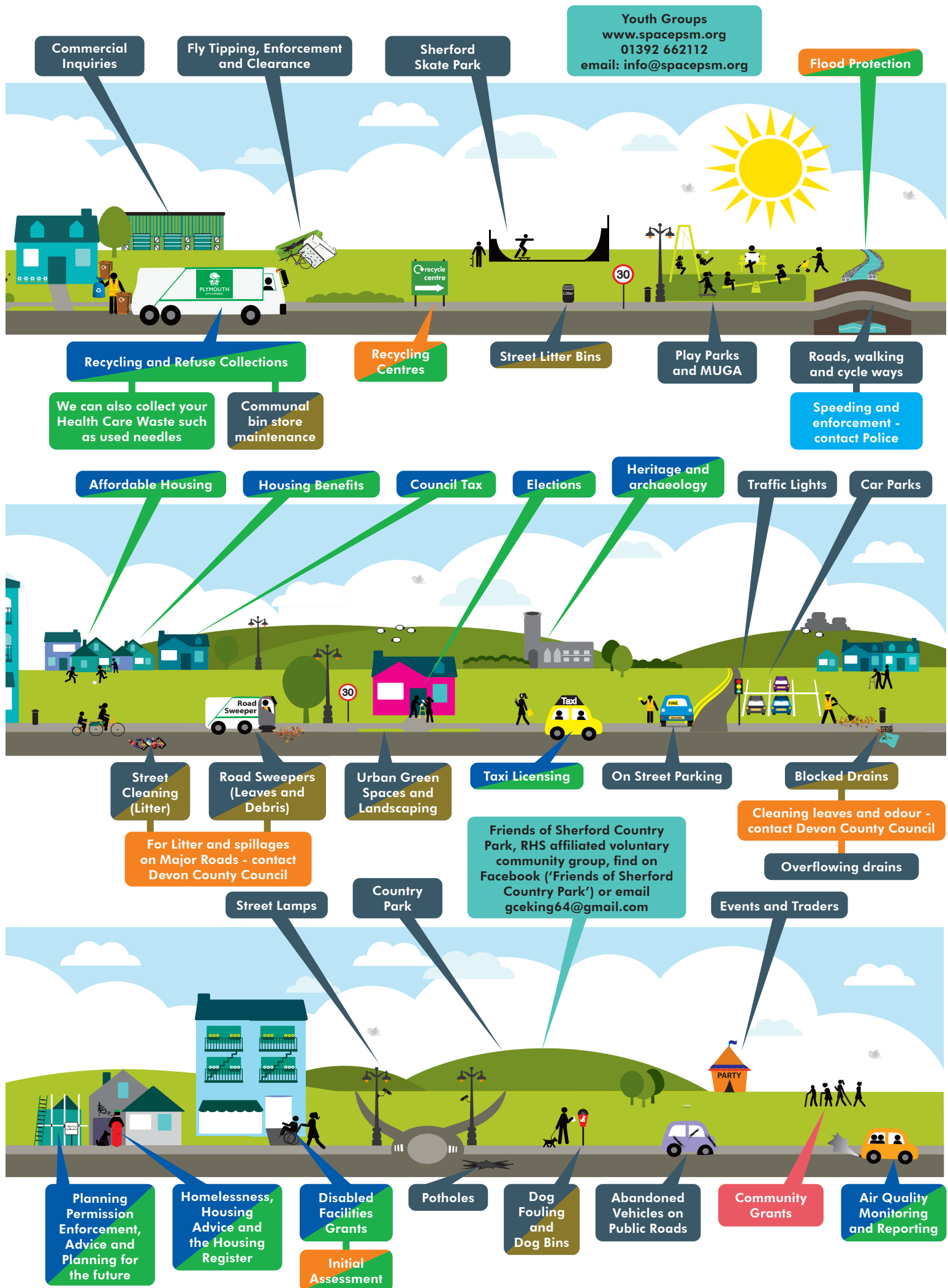
Council-run services may be provided by Plymouth City Council or South Hams District Council, depending on where in Sherford you live. Some services are also provided by Devon County Council.

You will be notified by your relevant Local Authority after moving in. You can also find your local authority contacts on the Sherford website directory at www.sherford.uk

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. This is the main source of information about Sherford. Official Sherford social media channels are.

 @sherford_devon  [LinkedIn.com/company/sherford](https://www.linkedin.com/company/sherford)

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. Your Councillors are:

Plymouth

Cllr Krizanac - stefan.krizanac@plymouth.gov.uk
Cllr Lawson - maria.lawson@plymouth.gov.uk
Cllr Stephens - john.stephens@plymouth.gov.uk

South Hams

Cllr Carson - cllr.julie.carson@southhams.gov.uk
Cllr Nix - cllr.alison.nix@southhams.gov.uk

Devon

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

Brixton Parish Council

clerk@brixtonparishcouncil.org.uk

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@sherfordtrust.org.uk**

Sherford Vale School is an Ofsted rated 'Good' primary school and 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 Food Hub is a weekly affordable food club for residents of Sherford or those with a connection to the town. Please email **sherfordfoodhub@gmail.com** or search for Sherford Food Hub on Facebook.

Find out more about Sherford Community Church at **www.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 and Linden Homes

Call **0800 9755 946**, email **CustomerService.CornwallSouthWest@vistry.co.uk**

Taylor Wimpey

Call **01494 509 090**, email **ccexeter@taylorwimpey.com**

Latimer

Bovis Homes and Latimer are working to deliver homes at Sherford as a joint venture. This partnership includes provision of affordable housing with Clarion Housing Group. Its customer service team can be contacted for assistance

Call **0300 500 8000**, email **customerservices@myclarionhousing.com**

LiveWest

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.

Call **0300 123 8080**, visit **www.livewest.co.uk**

Please recycle me
once you're done

