



## Gateway Management - Twigworth Green

There have been a lot of posts recently on local social media about the poor level of service Twigworth Green residents are receiving from Gateway, the management contractor who look after certain managed areas of the development, which have been handed over to them by Vistry.

By far the largest concern of residents, has been that of Dog Waste Bins not being serviced regularly, which have been left to overflow by irresponsible dog owners and poor servicing.

Gateway have now confirmed, that Tony Benger Landscapes, will be servicing the dog waste bins, marked "Gateway" on diagram below weekly; the team will aim to service the bins on a Thursday each week; however, this may vary from time to time but they will be done on a weekly basis; Gateway have also advised that an additional bin will be installed next to Bin 6 at the SUDs Pond.

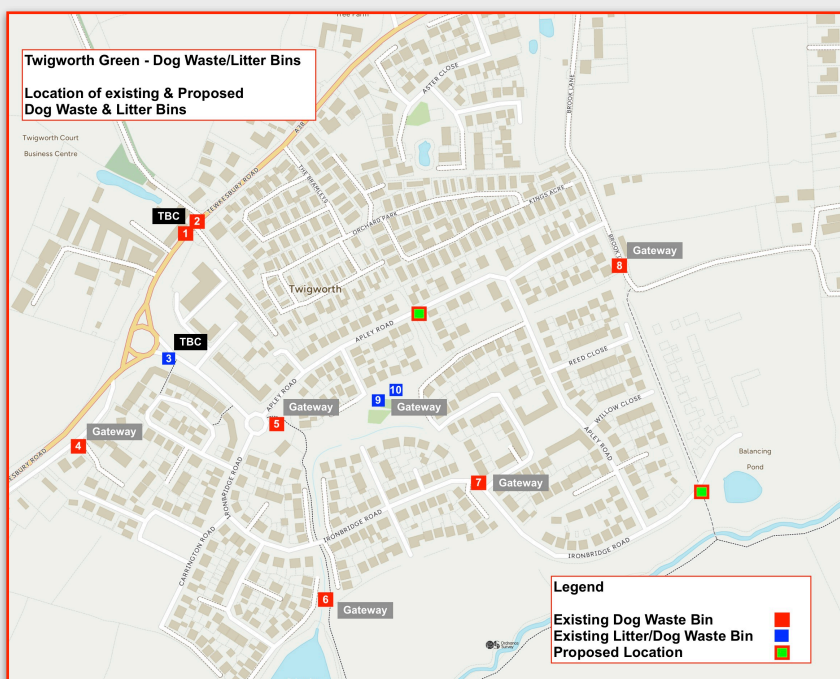
Dog Owners will need to monitor this carefully going forward and report any deviations to Gateway.

Thank you to all residents and dog owners who have supported us in this battle, apologies to those who live by the bins who have had to endure the problem.

This confirmation has been long overdue but we are grateful that it has at last been resolved, this is good news for dog walkers, residents and everyone alike!

If any residents, who are currently paying the management fee to Gateway, are unhappy about the level of service they are receiving, they should in the first instance, contact Gateway highlighting their concern or failure.

Gateway Customer Services Email: [estatemangement@gatewayplc.co.uk](mailto:estatemangement@gatewayplc.co.uk)



## Gateway Management - Grounds Maintenance



### Contract Maintenance

**Grounds Maintenance to External Communal Areas, including Public Open Space and Hard Standing Private Drives:** An allowance for the cost of 20 visits per year to include the following specification:

### **Grounds Maintenance**

- Maintain managed areas and planting in accordance with best horticultural practices.
- Low level grassed areas to be cut upon each visit
- All lawn edges and pathway edges will be trimmed and kept level.
- All plants will be free from dead or diseased wood.
- Deadheading of suitable shrubs and pruned according to nature, aspect, and species.
- Pruning will take place to promote growth, vigour, and flowering.
- Borders and beds with mulch finishes will be weeded then hoed.
- Hard sweeping of all pathways within the managed areas to remove any weed or moss growth.
- Sweeping of all pathways present within the managed areas.
- Keep weed colonization at a minimum and acceptable level.
- Litter and loose-leaf removal.
- Weed removal.
- Maintain planted beds and bulbs.
- Maintain street furniture, including litter bins, seating and bollards if necessary.
- Inspect areas for subsidence and damage reporting any issues to head office for resolution.
- Keep all managed hard landscaped areas in safe condition and free of debris, litter, graffiti and dog waste.

### General Provisions

**Repairs & Renewals:** An allowance for any minor or ad-hoc repairs and maintenance is put in place for areas within Gateway's management.

### Statutory Risk Assessments

**Health & Safety and Fire Risk Assessment:** A qualified Health & Safety Inspector from Gateway will conduct an annual Health & Safety Fire Risk Assessment for the communal areas of the development. A report will then be provided to Gateway to action any works if applicable.

**Site Inspections:** Site Inspections are carried out periodically and reported on to reduce health and safety risk factors. The Inspector will also alert the Property Management Team of any other issues which may need to be progressed either with the client, residents or both. The safety of those who live or enter a building or development is of paramount importance.

GW-PM-B-003 - Budget Explanatory Notes - Estate & Flats  
Date issued: 24/09/2024

All residents should have received an information pack from Gateway, which included a financial breakdown of their service charges and a list of the maintenance duties they are contracted to carry out (see left).

Cllr. Redfern recently met with the Vistry Site Manager to review all the landscaped areas currently handed over to Gateway which are in a poor condition.

Vistry are aware of the need to replace the dead or dying trees around the development, this applies to shrubs and unseeded grass areas - it is hoped that some of this will be attended to within the next "growing season"... but this may take some time to attend all affected areas but they will be replaced and made good.

If any residents, who are currently paying the management fee to Gateway, are unhappy about the level of service they are receiving, they should in the first instance, contact Gateway highlighting their concern or failure.

Gateway Customer Services Email:  
[estatemangement@gatewayplc.co.uk](mailto:estatemangement@gatewayplc.co.uk)

## Litter!

There is too much litter being wilfully being discarded in our community, you see it everywhere, along the footpaths, in the hedgerows, out in the fields - bottles, cans, sweet wrappings, drug paraphernalia - vehicle users throwing rubbish out of their window, fast food wrapping, drinks cans.

The penalty for littering can result in a Fixed Penalty Notice (FPN), typically costing between £65 and £150, or a much larger fine if taken to court, potentially reaching up to £2,500, along with a criminal record.

Local authorities can issue FPNs for littering, including for smoking-related litter, and failure to pay can lead to prosecution.

## Speeding Cars!

There are one or two drivers who think that Apley Road and Ironbridge Road is their own personal race track - we are observing speeds in excess of 30mph on residential roads!

It's not clever, it's not safe, it is just plain stupid!

This will lead to someone being seriously injured, we have children playing, there are dog walkers and other pedestrians about, with parked cars along both these roads.

Speeding drivers on residential roads in Gloucestershire can be reported through the police's Operation Snap online form.

<https://operationsnap.gloucestershire.police.uk/>





## To keep You Informed - Cllr Graham Bocking

During the Tewkesbury Borough full Council meeting last week I submitted written members questions to the council (below) regarding flood risk assessment and its cumulative impact including new and projected new development.

These questions along with the answers are taken as read but I do get the opportunity to ask supplementary questions, I have included these below the original questions for your information.

### My Original Questions Below

The following questions have been received from Councillor Bocking to the Lead Member for Environmental Services. The answers are given by the Lead Member for Environmental Services, Councillor Stewart, but are taken as read without discussion.

During the recent election campaign in Northway, numerous concerns were raised by residents regarding flooding and whether the whole cumulative impact of flood risk had been fully assessed.

In June 2021 a petition was brought to this Council stating: "We, the undersigned, ask this Council, prior to the allocation of further development sites, to commission, ideally with our JCS partners but alone if necessary, a detailed pluvial and fluvial flood risk assessment across the whole JCS area.

This assessment must cover the cumulative impact from all development completed, planned, or projected since 2014; climate change, other influencing factors, and major infrastructure projects; and include a full review of mitigation requirements that may be required during the construction phase.

Furthermore, we ask the Council to fully consult with all relevant agencies and parish councils, reviewing and incorporating their local evidence and include this within the Council's development plans."

Consequently, Council proposed, and unanimously approved, a Motion supporting the petition saying: "The Council thanks the Petitioners for bringing these matters to our attention.

The identification of strategic site allocations will be informed by a Strategic Flood Risk Assessment, prepared as part of the review of the Joint Core Strategy and officers are requested to:

- a) ensure that the Strategic Flood Risk Assessment includes a detailed pluvial and fluvial flood risk assessment, to include cumulative impacts, climate change, other influencing factors and all development completed, planned or projected (including major infrastructure projects) since 2014 and that it is commissioned prior to allocating any new sites;
- b) consult relevant agencies and Parish Councils to give them an opportunity to present their local evidence for consideration as part of the work carried out in respect of the Flood Risk Assessment referred to in a. above
- c) consider what mechanisms are available to enable flood mitigation requirements to be imposed during the construction phase of development." Regarding this I have the following questions:

## To keep You Informed /cont. - Cllr Graham Bocking

1. Has the flood risk assessment been commissioned yet?

The Strategic Flood Risk Assessment & Water Cycle Studies are in the advanced stages of being commissioned. Points a, b and c are included within the scope of the tender.

2. When can we expect completion?

Completion date estimated to conclude in winter 2025.

3. Are all of the points voted through Council unanimously on 22 June included in the scope for the assessment?

Yes.

4. Have the local Parishes been contacted as yet, in order to give them time to put their local evidence together for inclusion in the review work?

Local Parishes haven't been consulted yet. However, the proposal does factor in time for including Parish evidence and consultation.

### Supplementary Questions

1. With the consultation and the unanimously agreed points voted through council, we also need to press the point of cumulative impacts and influencing factors and that rivers and other watercourses often form part of the boundaries between different authorities (e.g. parts of the Carrant form the boundary between Tewkesbury, Glos. and Wychavon, Worcs.).

Therefore any proposed developments within the catchment of the entire watercourse (not just within the boundaries of a local authority) must also be taken into consideration. One such example would be Wychavon with their proposed building on Hardwick Bank/Mitton as this will have an impact on cumulative flood risk. Can we have an assurance that these known impacts are also included, and input obtained from neighbouring councils? Answer given by the CEO was that they will make sure this happens, yes

2. Given the elongated time this has taken and the fast moving changes in the area, hypothetically if any material considerations came to light as a result of this work after its eventual completion could this potentially be used as a reason for a section 97 overturning of planning permission to become an option especially in areas where work hasn't as yet started?

Answer - no one in attendance knew the answer so they will get back to me.

3. Could you please send members a copy of the scope of the tender for council to decide if any "Tewkesbury Borough specific" work may be required, potentially in the form of a supplementary planning document?

This will be coming to us, I have spoken to the CEO since and he is open to my suggestion

4. Could we please formally contact Parish councils with immediate effect to advise them that we are in the process of commissioning a strategic flood risk assessment and water cycle studies and that they will be consulted and can present their local evidence for consideration as part of the review work, this would give the Parishes the opportunity to prepare and collate their evidence?

A strange answer saying September, I have emailed parish councils myself anyway so they have time to prepare their evidence as its all in the public forum that they will be consulted anyway

If anyone has any flood evidence they wish to send to the Parish Council prior to us being consulted, please submit to Twigworth Parish Council Clerk :

[twigworthparishcouncil@gmail.com](mailto:twigworthparishcouncil@gmail.com)



## Twigworth in 60 seconds!

The Parish of Twigworth, is situated in the Borough of Tewkesbury approximately 4 miles from Gloucester, 7 miles from Tewkesbury and 9 miles from Cheltenham, it is one of the smallest rural Parishes in the Tewkesbury Borough, along with our neighbouring Parishes of Norton and Down Hatherley.

The place-name 'Twigworth' is first attested in 1220, as 'Twigeworth', and is thought to mean 'enclosure made of twigs'.

It is an attractive area with important landscapes, vistas and natural features, rural life continues with unabated views across beautiful countryside, beyond the River Severn and Vale of Gloucester, towards May Hill and The Malvern's... if you have walked down the Nature in Art Museum lane to Wallsworth Hall or wandered up Sandhurst Hill, you will know what we are talking about!



Twigworth has a Parish Church which was consecrated in 1844, and is dedicated to St Matthews, sadly, due to it being in a poor state of repair, on Sunday December 15th 2019 Bishop Robert and the Benefice clergy presided over a service at St Matthews to mark its closure, it is currently on the market to be sold by the Church Commissioners.

The Churchyard and Cemetery are still accessible and maintained by the Seven Towers Benefice, the travelling community care for their loved ones there with colourful floral displays all year round.

The poet and composer Ivor Gurney is buried in the St Matthews churchyard.

Twigworth is a fast growing community, with new housing developments nearing completion, it has a Mid-Counties Co-op, Kartoos Indian Restaurant & Takeaway, Wine Shop, Mimosa Hair Salon, Janes Pantry Bakery/Cafe, a filling station and the Oakwood Hotel, which has a bar and snack food.

Twigworth Court Business Centre offers limited local employment and is located on the Tewkesbury Road opposite The Local Centre.



Many new families have relocated to the Twigworth Parish over the last few years, be it at Twigworth Green, Fallow Fields or elsewhere, we welcome everybody to our small but fast growing community.

## Twigworth Green - News in Short

1. Vistry have confirmed that they have now transferred the ownership of all the red dog waste bins to Gateway who have confirmed that their Sub-Contractor, Tony Benger Landscaping will now be servicing these bin weekly on Thursdays (this may vary but will be weekly).
2. There have been repeated requests to upgrade the Dog Waste bin (No.6) at SUDs Pond; Gateway have now confirmed that an additional bin will be installed at this location.
3. The Bus Shelter (promised July 2025) Ironbridge Road; there are now problems with underground services delaying the installation; Vistry have confirmed that they are adapting the bus shelter to get around this; currently waiting delivery and installation.
4. Two Rivers Housing Association, landlord of properties in Barley Drive, have been contacted, regarding the fly-tipping, debris and litter of their property frontage, with reports of vermin, making it an eyesore for everyone who visits the nearby Local Centre.
5. Following complaints about excessive dog barking near Leighton Close/Comfrey Gardens... TBC have been contacted and are investigating this problem.
6. A meeting and site walkabout had been held with the Vistry Site Manager, to discuss and review residents concerns, including the landscape issues - notes of this meeting and an updated spreadsheet of the issues, has been posted to our website.

TBC = Tewkesbury Borough Council

## Twigworth News

There will be no Twigworth News next month, we are having a rest, after more than two years of non-stop publishing - since May 2023!

We hope that you enjoy reading our newsletters, if you do, please hit the like symbol on our Website or Facebook Pages; we really would like to know if this is popular with residents or not.



## Next Parish Council Meeting

**Thursday 4th September 2025**

**19:00 - 21:00**

**Down Hatherley Village Hall**

*Parish Council meetings are open to the public if you wish to hear what's going on in and around Twigworth or to raise any issues or ideas.*

## Park Bench!



Contrary to reports posted on social media, the park bench that was found on its side, had not been vandalised.

Admittedly it was probably pushed over with a 'helping hand' but the bench was already very unstable and had previously been reported, it was probably better laid down than risk injury to anyone.

The bench has been removed for the time-being.

The foundations of both these benches were/are very shallow, when they should have been much deeper... the bench which is still there, is also loose and residents should avoid sitting there, until both benches have been reinstated correctly...Vistry had been made aware of this (21 July 2025) and is currently waiting reinstallation.