

Residents' Handbook



This handbook provides property owners with key information regarding the management and maintenance of Bolnore Village. Our aim is also to enhance the living environment by asking residents to be more aware of what they are doing and how it can impact neighbours in the community. This handbook also provides useful information for new residents to the Village.

It will help to ensure all residents have a safe and peaceful living environment, and is in line with the terms and conditions of your property's deeds or leases as well as UK government regulations.

Legal note: When property owners purchased their flat or house, they signed and agreed to all covenants. This handbook forms part of those regulations in the covenants and may be updated periodically.

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Contents

Pembroke Property Management	4
Our team	4
Range of enquires	4
Contact Us	4
Surgeries.....	5
Subletting	5
Houses.....	5
Flats.....	5
Residents Portal	6
Mailchimp.....	Error! Bookmark not defined.
Community Notice Boards	6
The Bolnore Village Community Interest Company.....	7
Who are we?	7
Our responsibilities	7
With whom do I raise queries?	7
Website/Facebook	8
A note from Bolnore Village Community Interest Company	8
Freehold Responsibilities	9
Notes for Homeowners	9
Garages	10
Leasehold Responsibilities	11
Environmental Considerations.....	12
Smoking	12
Bike Stores	12
Environmental Information	13
Waste and Recycling	13
Local Recycling Centre.....	13
Bulky & Electrical Household Waste	14
Garden Waste Collection	14
Recycling Guidelines.....	14
The Woodside Reception - triggers from air and home care products and baby food pouches.....	15
Waste from Flats	15
General Waste	15

Village Information for Residents	16
Speed Limit in Bolnore	16
Parking in Bolnore	16
Street Parking.....	17
Parking at the shops.....	18
Parking at flats	18
CPM Patrolled Car Parks	18
Parking for Freehold Houses.....	19
Payment of Service Charges	19
Landscaping.....	20
Playgrounds.....	20
Neighbourhood Watch.....	21
Other Practical Information	22
Transport.....	22
Buses	22
Trains	22
Taxi.....	24
Healthcare	24
Doctors, Dentists and other medical professionals – Please refer to the link for up to date information	24
Hospital – Accident and Emergency Service	24
Pharmacy	24
24 Hour Veterinary Hospital	24
Schools, Preschool and Day-care	25
Perfect Start Day Nursery	25
Bolnore Village Pre-School.....	25
Primary Education - Bolnore Primary School.....	25
Secondary Education – Warden Park School	25
Bolnore Shopping Precinct.....	26
Amenities	27
Social & Communications.....	28
Elected Councillors for Haywards Heath- Lucastes	28



Pembroke Property Management

Pembroke PM is your managing agent. We are responsible for the “common areas” of the Village (Phases 1 to 3) and apartment blocks.

With an in-depth knowledge of current regulations and legislation we ensure estate compliance as well as managing all the finances, insurance and facilities in each apartment block. We are also responsible for collecting estate management fees. The Freeholder of your apartment block collects Ground Rent and their contact details can be found on our Requests for Payment for Service Charges.

Our team

Our mission is to understand what support you require and then try and resolve the matter in one call or email. Our customer services team is made up of Property Management Assistants, Accounts and Legal experts. When you contact Pembroke, you will be put through to an Assistant who has visited Bolnore and is familiar with the Village. We will keep you up to date on progress until a satisfactory outcome is reached.

Range of enquires

We can help with following:

- Service Charge payment enquiries
- Repairs and Maintenance to the communal areas
- Insurance claims
- Health and Safety concerns
- Leaks from one flat into another flat.
- Sales/Lettings/Consents
- Lease compliance issues

Contact Us

Our Customer Service team is available to answer your queries from Monday to Friday from 9:00 am to 5:30 pm (excluding Bank Holidays).

Email the Customer Service Team at support@pembrokepm.co.uk

Phone: 0333 344 2100

Out of hours: 0345 600 5672

Surgeries

These are held quarterly at the Woodside. They are an opportunity for residents to meet members of the BVCIC and the Pembroke team to raise any matters and concerns that you may have.

Surgery dates are sent out via email from Pembroke and displayed on the noticeboard on the square.

Dates will be also published on the online on the following pages

<http://www.pembrokepm.co.uk/clients/bolnore-village/>

https://www.facebook.com/pg/bolnorevillagecic/events/?ref=page_internal

Subletting

It is a condition written into all the transfers of the freehold houses and leasehold apartments that you are to comply with the Manager's Estate Regulations, communicated in writing from time to time. Please note that the relevant consent forms can be downloaded from the residents' portal.

Houses

A new Manager's Estate Regulation is that all property owners must notify Pembroke PM in writing of the details of any tenants, using the form below. Contact details of occupiers are needed in case of emergency, to ensure that there are suitable parking arrangements for residents, and to understand which pets are owned on the development. Please note a fee of £69 + VAT is applicable for house owners notifying Pembroke of any tenants.

Flats

The Leases contain the following conditions:

- you may not rent out your flat without the prior written consent of the Manager.

- your tenant must enter into a direct Deed of Covenant with the Manager to observe the tenant obligations in your Lease; and
- Within 28 days of granting the tenancy, you must serve written notice on the Manager, supply a certified copy of the tenancy, and pay a reasonable registration fee.

Lettings are only permitted with the prior consent of Pembroke Property Management. These requirements are strictly enforced. Please have the consent to let submitted once you have found a tenant.

The following applications are required;

- Applications for Consent to Sublet
- Deeds of Covenant
- Notice fee for registration of Underlease

Email support@pembrokepm.co.uk for a list of our fees for processing the application.

Residents Portal

A Residents' web portal is available at www.pembrokepm.co.uk/bolnore-village. Residents can register with Pembroke for email alerts which provide updates with regards news, maintenance and issues at the development. Other documentation including this Residents' Handbook, is available from this portal.

Community Notice Boards

There are two Notice Boards in Bolnore Village, one in the square and the other on Kingfisher Drive. A Director of the management company ensures it is maintained. This is useful for those that do not have emails. There is also supplementary information displayed that is of help to owners and residents.

The Bolnore Village Community Interest Company

Who are we?

The BVCIC is a non-profit company that has been set up to represent the interests of all Village residents. It appoints and oversees the relationship with the estate management company, Pembroke Property Management.

Our Directors, all Bolnore residents, freely donate our time and expertise. Our goal is to improve, over time, the Village for all those that live here.

Our responsibilities

- Agreeing the Budget for the Village each year,
- Monitoring expenditure,
- Collecting Service Charge,
- Repair and Maintenance of the Communal Areas of flats,
- Repair and Maintenance of landscaped areas (such as: the large meadow near The Barn, the formally planted areas at the front of homes on Heyworth Ride, the smaller wooded areas off Weavers Mead or between Brooklands and Lower Village, the green areas outside playgrounds and the various balancing ponds around the Village).
- Repair and Maintenance of the Community Garden on Updown Hill.

Note: The BVCIC is not responsible for the various Playgrounds, the Tim Farmer Recreation Ground and the Banks which surround it. These areas are maintained by the Mid Sussex District Council.

With whom do I raise queries?

All queries, enquiries and issues should be raised directly with Pembroke to resolve, who have been appointed on behalf of the BVCIC to carry out the above



responsibilities. Pembroke's email address is support@pembrokepm.co.uk. The property manager will consult with the BVCIC board where necessary.

Website/Facebook

For any further information about us please feel free to consult the following pages:

<https://www.bolnore.org.uk/1/Home>

<https://www.facebook.com/bolnorevillagecic/>

A note from Bolnore Village Community Interest Company

This Handbook does not represent a set of "new rules". It simply re-states those guidelines that are already in place and documented in your Leases or Freehold documents. They are in place to ensure that the Village is properly maintained.

Residents gave us a mandate to improve the Village and return it to its rightful place. This Handbook attempts to accomplish this.

Freehold Responsibilities

The following is a summary for freehold house owners. Please refer to your Transfer deed (TP1) for further details.

Notes for Homeowners

Not to permit anything to be carried out or grown to be a nuisance or annoyance to neighbours.

No signage except for a plate showing the name or number of the property should be erected or visible from the exterior of the property. **No For Sale or To Let Signs. Builders and Decorators are not permitted to erect their signs outside your property while they undertake works.**

Not to permit any pets to become a nuisance of any nature.

Not to plant any deep rooting shrubs of any description in the gardens.

Summary

Maintain in good and substantial repair the property together with its boundaries.

To maintain the exterior appearance of all structures forming part of the property in a good and proper condition.

At least once every 4 years to paint or stain two coats of good quality paint on all external decorative parts.

To maintain the landscaping of the property to the same standard and style of the landscaping provided by the developer. In the event of property owners' failure to maintain the landscape, the managing agent shall be entitled to carry out the maintenance. and all costs will be charged to the property owner.

Garages

Garages are only to be used for the parking of private motor vehicles or for storage of non-hazardous domestic items. Garages are not to be used for any business or trade.

Maintenance and Repairs of exterior of the garages

The legal documents for the garages will stipulate who is responsible for the maintenance and repairs. If property owners are responsible, then the deeds will state that you are:

“To maintain the external appearance of all structures forming part of the property in a good and proper condition... and at least once in every fourth year to paint or stain with two coats of good quality paint or stain... in the colour originally painted or stained by the Transferor.”

The Specification to decorate the garage doors is as follows:

Redecorate timber frames to garage doors with white Dulux Trade Quick Dry Gloss.

Re-varnish timber garage doors with Dulux Trade Sikkins Novatop. The colour to be confirmed by Pembroke PM.

Maintenance and Repairs

The above stipulations are in the freehold houses deeds to ensure a consistent level of standards across the Village.

Leasehold Responsibilities

Listed below is a brief summary but please refer to your Lease for further details.

You are responsible for:

- Everything within your apartment including walls, doors and windows. You are not responsible for the external decoration of your windows. The Management Company will carry this out. **For flats above the garage blocks, please check your Lease. Responsibility for exterior maintenance of garage blocks varies from block to block. Please email Pembroke if you are unsure and we will check.**
- The insurance of all contents within your flat, including any owner's improvements.
- Any work or maintenance that needs to be carried out within your apartment, such as boiler servicing and plumbing. Leaks and other overflows can have a devastating effect on those living below you.

Other obligations include:

- To use your apartment as a private dwelling occupied by only one family.
- Residents should not carry out any alterations to the apartment without the landlord's consent; nor carry out any structural works, or works which would alter the external appearance of the building including the installation of satellite television dishes.
- In most cases, wall to wall fitted carpets are required in all rooms except the kitchen and bathroom. Please check your lease before fitting any wooden/laminated flooring.
- Not to keep any dangerous or flammable substances (such as petrol or gas canisters) in your apartment, or in the bike stores.

- Residents are not permitted to keep pets in the flats without prior consent from the managing agent. **In most cases consent will not be given to keep pets in flats.**
- Not to store anything in the communal areas, as this can be a Fire Risk.
- Not to hang pictures in the communal areas.
- If a flat is allocated only one parking space then they should have only one vehicle.
- During the hours of 11pm and 9am, noise should be kept to a minimum in your flat. No loud music.
- Not to put food or oil down the sinks or toilets as it blocks the drains.
- Not to sublet the property before applying for consent, the tenant should enter into a Deed of Covenant and notifying us of your new tenant. Please refer to your lease for further information. You can apply for consent directly with Pembroke or using the following link:

<https://www.pembrokepm.co.uk/contact-us/consent-to-underlet/>

Environmental Considerations

Smoking

If you wish to smoke on your balconies, please ensure that all cigarette butts are disposed of in the correct fashion. Cigarette butts thrown from the balconies can be a fire hazard if there is anything flammable underneath and are unsightly. Additional costs may also be incurred if the maintenance contractor needs to spend extra time cleaning up discarded cigarette butts.

Bike Stores

There have been a number of occasions across the village where furniture and other items have been found in the bike stores that do not belong there. On these occasions, we have had to instruct our maintenance contractor to remove these items. This comes at a cost to yourselves and distracts the contractor from doing their regular maintenance tasks.

Please adhere to the rules of storage in the bike stores as shown above. If you have furniture that needs to be disposed of, it must be taken to the local

recycling centre in Burgess Hill as show under the waste and recycling section, overleaf.

Environmental Information

Waste and Recycling

Mid Sussex District Council are responsible for removing rubbish from the Village. General waste (black bin) and recycling (blue bin) are collected every alternate week.

Please ensure your bin is at the edge of your property with the lid closed, at the point nearest the highway, by 7am on the day of collection.

Collection information

To find which bin is to be collected please consult the following <https://www.midsussex.gov.uk/waste-recycling/bin-collection/>

You can report a missed bin collection by following this link:

https://doitonline.midsussex.gov.uk/officeforms/MDS_report_missed_refuse_1.ofml

Local Recycling Centre

Fairbridge Way, Burgess Hill, RH15 8AR.

Tel: 01444 243041

Opening times (subject to change)

- 9:00am to 4:00pm 1st October – 31st March (Thursdays – Closed)

- 9:00am to 6:00pm 1st April – 30th September

The site is closed on Christmas Day, Boxing Day and New Year's Day.

Open on Bank Holidays if a normal opening day.

For further information please visit

<http://www.recycleforwestsussex.org/recycling-sites/burgess-hill/>

Note: From 1 October 2018

West Sussex residents who drive a commercial-type vehicle will need to have a permit to dispose of their household waste at County Council recycling sites.

The permit will apply to anyone who uses a van, pickup or single axle trailer and will be available to West Sussex residents only.

To find out more visit www.westsussex.gov.uk/permitscheme

Bulky & Electrical Household Waste

MSDC provides a collection service for bulky goods for a very small fee which can be booked in advance. Please consult the link for further details.

<https://www.midsussex.gov.uk/waste-recycling/bulky-electrical-household-waste/>

Garden Waste Collection

Mid Sussex District Council provide garden waste collection from the kerbside on Mondays (blue bin week). Residents must apply for a 240L garden bin for £65 per year. The application form is available here.

<http://www.midsussex.gov.uk/waste-recycling/>

Recycling Guidelines

All recycling should be clean, dry and loose.

Please remember, no plastic bags in the recycling bins (**Empty the recycle materials out of your plastic bag into the bin**).

The most common items placed in recycling bins that **cannot** be accepted in Mid Sussex

- Plastic bags (can be recycled at most supermarkets)
- Plastic film such as from around magazines and bubble wrap
- Shredded paper
- Paper towels
- Crisp packets
- Pet food pouches
- Polystyrene
- Clothes and textiles

Bolnore Village Primary School Reception - plastic bottle tops and old pens and correcting fluid bottles.

The Woodside Reception - triggers from air and home care products and baby food pouches

Waste from Flats



Always put your rubbish in the bins. Do not leave it on the ground in the bin store or on top of the bins.

The first bin in the bin store will be full first. If the bin is full, try another bin in the bin store. The bins at the rear of the bin store tend to be empty.

Residents are responsible for removing their own bulky waste (for example: mattresses, bikes, fridges etc). Do not put it in the bin store. Residents found putting bulky waste in the bin stores will be charged a minimum of £150 to dispose of the items.

General Waste

Please do not place the following in your general rubbish bin:

- Garden waste
- Electrical goods
- Paint or household chemicals
- Business waste
- Soils, rubble or brick

Village Information for Residents

Speed Limit in Bolnore



Please ensure this is adhered to at all times.

Parking in Bolnore

Many issues in Bolnore and elsewhere arise as the result of parked cars. Of course, if you have a driveway or allocated parking space then there isn't a problem, as long as you actually park on it, but issues do arise when people park their cars on the road upon which they live.



The roads in Bolnore Village are for the most part adopted roads and therefore is a matter for the council or the police to enforce. The estate manager has no way to control parking on adopted roads.

Street Parking

Many parking conflicts arise over the failure to observe parking 'etiquette' but etiquette and the law are two totally different issues.

What the Law Says

As long as your vehicle is taxed and you are not contravening any other traffic laws, you are allowed to park anywhere on a public highway where it is legal to do so (but not on footpaths/pavements).

The Highway Code is there to explain and guide you through the rules and regulations set out in numerous pieces of traffic and road legislation.

For example:

- Drivers must not park or wait on double yellow lines at any time.
- Drivers must not wait or park on single yellow lines at the times stated on corresponding signs.
- Drivers must not wait, stop, or park on school entrance markings.
- Unless you are entitled to, you must not park in disabled parking spaces or resident parking spaces.
- Drivers must not park in front of the entrance to a property.
- Drivers must not park anywhere you would prevent access for Emergency Services
- Drivers must not park opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space

The most vulnerable road users are pedestrians, particularly children, older or disabled people, cyclists, motorcyclists and horse riders. It is important that all road users are aware of the Highway Code and are considerate towards each other. This applies to pedestrians as much as to drivers and riders.

For further information please refer to:

<https://www.gov.uk/browse/driving/highway-code-road-safety>

Additional considerations in Bolnore Village:

- **If parked on the streets, please ensure you leave enough space for buses and emergency services to manoeuvre around your vehicle.**
- No vehicles are to obstruct the shared driveways.
- Commercial vehicles are only permitted with the consent of the Managing Agent. If you own a commercial vehicle, please contact Pembroke who will be able to provide you with an Application form. Please note, consent can be revoked at any time if any complaints are raised. No boats, campervans, caravans or lorries are to be kept in the Village.

Parking at the shops

The car park at the shops is only to be used for short periods. Residents are not permitted to use the car park for parking their second car for long periods.

Parking at flats

All flats are allocated a number of parking bays. Your lease will specify the relevant parking bay, garage or visitor bay to use.

Please note that residents are only permitted to park in their own parking bay. Visitor bays are only to be used by visitors. Residents are not permitted to use the visitor bay to park their own vehicles.

CPM Patrolled Car Parks

Parking in this area is managed by CPM www.uk-carparkmanagement.co.uk. Residents require parking permits to park in their flat parking space. For the condition of parking, please see the parking notices throughout the car park. If you do not display a valid permit, then you risk receiving a parking notice charge.

Permits are ordered online from www.uk-carparkmanagement.co.uk.

Click on Order Permit.



Parking for Freehold Houses

If you have a car park space allocated for your car then please use it in preference to parking on the road in front of your house.

Payment of Service Charges

The Bolnore Village Community Interest Company is a not for profit organisation. All service charge money collected goes directly to the Bolnore Village client account. These funds are used to pay for services provided to residents.

Payment of the service charges is mandatory under the terms of your property deeds. It is important that service charges are paid promptly to ensure funds are available for works and to avoid late payment administration fees. Please contact the accounts team at Pembroke if you have any queries related to payment of Service Charges.

Please refer to your service charge Request for Payment for details on how to pay your service charges. When making any payments, **please remember to include your reference number**. Again, all information can be accessed via the owners' secure facility on the Residents Web Portal.

Landscaping

The landscape contract at Bolnore Village has been split into two parts. One contractor is responsible for the landscape surrounding the blocks of flats, whilst another contractor handles the larger scale areas of landscape.



Pembroke Property Management have mapped out the scope of landscaping of the large-scale areas. This can be found on the residents' portal.

Playgrounds

Playgrounds are not the responsibility of BVCIC. They are maintained by Mid Sussex District Council.

- Do not take glass bottles into the playground.
- No pets are allowed in the playground.
- Put your rubbish in the bin or take it home.



Playgrounds can be found at the following locations in Bolnore:

- On the Paddocks near Belvedere Walk junction and another one at the lower end of The Paddocks.
- Issac's Wood - On the path at Pondsides near Heasewood Ride junction.
- Both ends of Cattswold Lane.
- Tim Farmer Recreation Ground has a skate park, four grass football pitches and a hard-surfaced floodlit area that is marked out for a range of sports including tennis, netball, five-a-side football and basketball.
- At the Junction of Pierces Lane and Cherry Place.
- At Brooklands.
- Both ends of Roundway.
- On Kingfisher Drive.

Neighbourhood Watch

To join your streets' Neighbourhood Watch scheme, you will need to be a resident of Bolnore Village.

We currently require a Neighbourhood Watch Area Co-ordinator. This is a lead point of contact to support Street Co-ordinators and keeping Bolnore Village safe.

Please contact Gemma Coombes on nhwbolnore@gmail.com for more information.

Police emergency 999, non-emergency 101,
midsussex.localteam@sussex.pnn.police.uk

Other Practical Information

Transport

Buses

Stops in Bolnore Village:

Heyworth Ride (S-bound)

Market Square (S-bound)

Parkfield Way (E-bound)

Parkfield Way (W-bound)

Poplar Mews (W-bound)

Bus services:

31 - Lindfield - Haywards Heath - Uckfield

39 - Haywards Heath - Bolnore Village - Haywards Heath

62 - Northlands Wood - Haywards Heath - Cuckfield - Crawley

769 - Brighton - Haywards Heath - Sheffield Park Gardens

Bus Company: Compass Travel

Contact Number: 01903 690025

Bus Timetables: <https://www.compass-travel.co.uk/compass-timetables/bus-timetables/>

Trains

If coming from the centre of Bolnore Village the closest train station is:

- Haywards Heath Station: approximately a 10-minute drive or cycle.
25-minute walk.

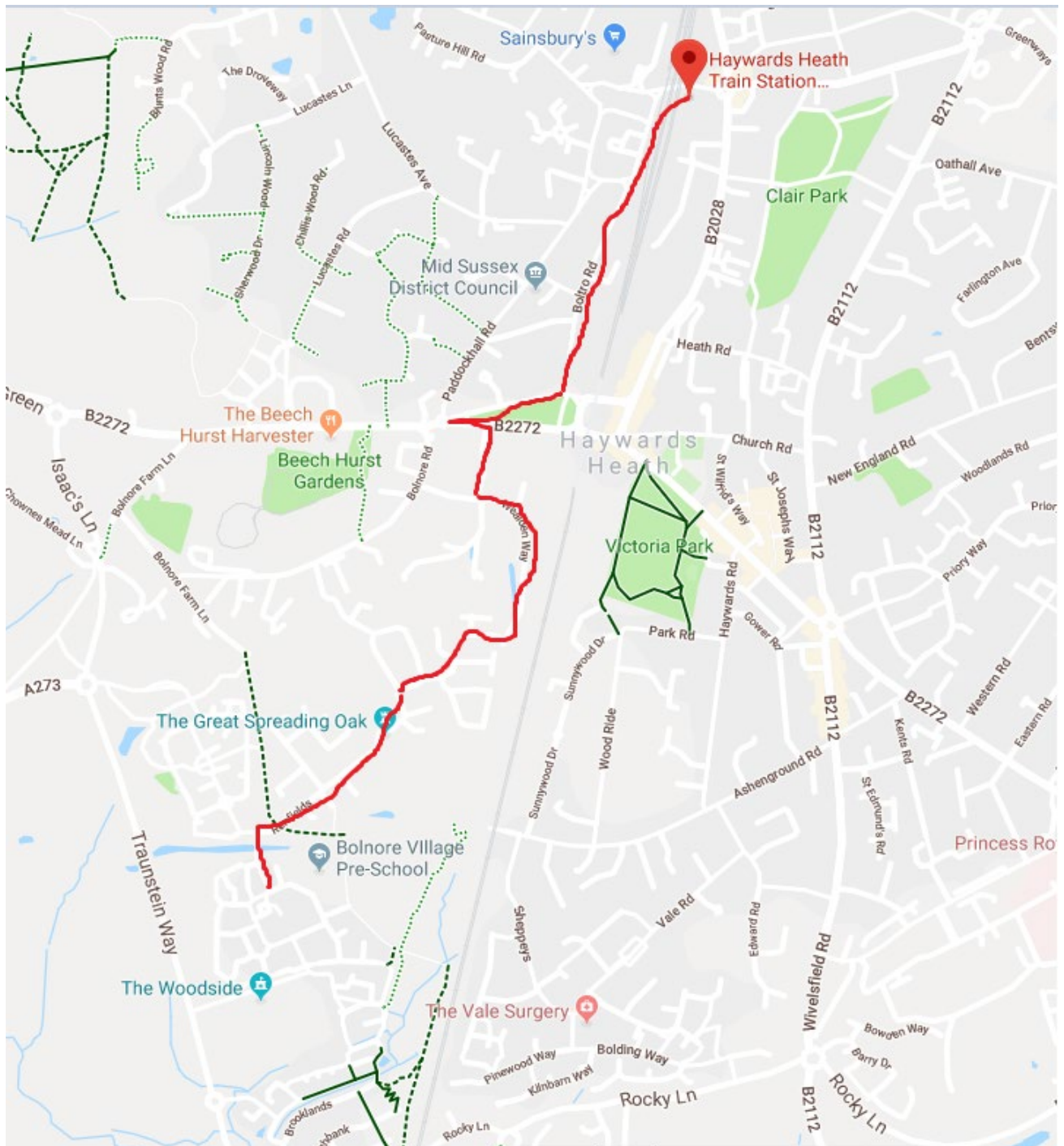
The station is roughly a 20-minute journey to Brighton and a 55-minute journey to London.

Rail Company: Southern Railway

Link to Book Tickets: <https://www.southernrailway.com/tickets/buy-tickets/finding-the-right-ticket>

Link to Car Park Tickets: <https://uk.parkindigo.com/en/car-park/haywards-heath-station-car-park>

Cycle Route to Haywards Heath Train Station from Middle Village



Taxi

Station Taxis

Haywards Heath: 01444 410410

Burgess Hill: 01444 230230

Email: taxi@410410.co.uk

Website: <http://www.stationtaxisltd.co.uk/contact.php>

Healthcare

Doctors, Dentists and other medical professionals – Please refer to the link for up to date information

<https://www.nhs.uk/service-search/>

Hospital – Accident and Emergency Service

Princess Royal Hospital Lewes Road Haywards Heath RH16 4EX.

Contact Number: 01444 448745

Website: <https://www.bsuh.nhs.uk/hospitals/princess-royal-hospital/>

Pharmacy

To find the nearest open pharmacy please consult the following link:

<https://beta.nhs.uk/find-a-pharmacy/>

24 Hour Veterinary Hospital

The Deneway, London Road, Brighton, BN1 8QR

Contact Number 01273 540430

<https://www.new-priory.com/index.php/emergency-treatment/priory-emergency-treatment-service>

Schools, Preschool and Day-care

Perfect Start Day Nursery

The Barn, Parkfield Way, Haywards Heath RH16 4QX

0333 772 0689

info@perfectstartnurseries.co.uk

<http://www.perfectstartnurseries.co.uk/nursery-locations/haywards-heath-nursery/>

Bolnore Village Pre-School

The Woodside Pavilion, 120 Middle Village, Haywards Heath RH16 4GJ

07712 579 888

<https://www.bolnorepreschool.co.uk/>

Primary Education - Bolnore Primary School

Updown Hill, Bolnore Village, West Sussex, RH16 4GD

01444 456715

office@bolnoreschool.co.uk

<http://www.bolnorevillage.w-sussex.sch.uk/>

Secondary Education – Warden Park School

Broad Street, Cuckfield, West Sussex RH17 5D

01444 457881

Admin@wardenpark.co.uk

<http://www.wardenpark.co.uk/>

Note: This is a non-exhaustive list. For further information please consult the following link.

<https://www.westsussex.gov.uk/education-children-and-families/schools-and-colleges/>

Bolnore Shopping Precinct

Co-operative

22 28 Middle Village
Bolnore Village
West Sussex
RH16 4GH
01444 474153

Opening Hours:
Monday – Sunday: 7am-10pm

Tattoo FX

32 Middle Village
Bolnore
West Sussex
RH16 4GH
01444 454411

<http://www.tattoo-fx.co.uk/>

Honeycomb Hair Lounge (Ladies & Gents)

Unit 1 Middle Village
Bolnore Village
West Sussex
RH16 4GA
01444 410444

www.honeycombhairlounge.co.uk/

Ray Elliott Wealth Management

3 Updown Hill
Haywards Heath
RH16 4GH
01444 416661

<https://www.sjpp.co.uk/rayelliott/>

ATM

The Co-operative
Bolnore Village

Note: Co-op opening hours only

Amenities

Library

Address: 34 Boltro Rd, Haywards Heath RH16 1BN

Phone: 01444 255444

Website: <https://www.westsussex.gov.uk/libraries>

Post Office

Haywards Heath Post Office

65 - 73 South Rd, Haywards Heath, West Sussex, RH16 4LQ

Opening Hours: 9 - 5.30 (Monday – Saturday) and 10 – 4 Sundays

Phone: 0345 611 2970

Swim & Gym

<https://www.placesleisure.org/find-centre/>

Churches / Place of Worship

Grace Church: The Woodside, 120 Middle Village, Bolnore, Haywards Heath
RH16 4GJ

Woodside Community Centre

120 Middle Village, Bolnore, Haywards Heath RH16 4GJ

Website: <https://www.bolnorewoodside.org.uk>

Email : info@bolnorewoodside.org.uk

Mobile : 07594 866684

Office: 01444 451112



Some of the activities held at The Woodside are as follows: Yoga, Sing & Sign, Pilates, Pole Fitness, Preschool, Beavers, Dance and Church.

Social & Communications

Internet Provider/ Mobile Provider

In May 2018, West Sussex County Council announced plans for buildings to benefit from the ‘fastest and most reliable’ broadband connectivity with Cityfibre.

Please view the following link to register any interest in the above:

<https://www.vodafone.co.uk/broadband/gigafast>.

After conducting a poll with current residents, it appears BT Internet and Plusnet have the best internet speeds and reliability. We have also been informed that Sky may be upgraded to 63Mbps in the upcoming months.

It appears that Vodafone and 3 Mobile are the best mobile providers, followed by O2 for residents in the village and BT Mobile.

Elected Councillors for Haywards Heath- Lucastes

For more information please visit:

<http://midsussex.cmis.uk.com/MidSussex/Councillors/FindMyCouncillorByPostcode.aspx>