



Homeowners' Newsletter

JULY 2022



Sales update

Resales, as anticipated, are continuing at pace with some houses receiving asking price offers prior to hitting the open market.

With summer and the great weather now with us, if you are looking to market your property this year, it could not be a better time to sell, with both the Estate and properties looking at their best. We have a comprehensive database of potential purchasers looking to own at Lower Mill and with the school holidays upon us, many families who are considering a holiday home will be staying on site, looking to view suitable properties.

If you are considering purchasing a second property on the Estate as an investment, we currently have some fabulous opportunities to do so within our portfolio. Habitat Escapes is also currently experiencing high demand for 2 & 3 bedroom properties. Information on all properties can be found on our [Habitat Resales](#) webpage.

If you would like to take advantage of the current market conditions and get a valuation for your property or find out more about those currently on the market, please get in touch with our experienced and friendly Sales Team on 0333 241 6615 - option 1 or email on resales@habitatfirstgroup.com.



Rental trends

Despite 2021's unrivalled demand for UK holidays, Habitat Escapes is continuing to see an ever-increasing number of holiday bookings and thanks to our improved website, we've welcomed 10% more holidaymakers versus 2021 so far!



As always, when we move into the last-minute market (booking within 30 days of arrival) for the main school summer holidays, we tend to see our competitors implementing larger price discounts to encourage remaining rentals to sell. We have also removed any strategic price increases we had in place. To maximise our revenue opportunities, you can expect to see small online discounts for your property for those searching for a break within 14 days of arrival. We'll continue to ensure that any prospective guests see a fresh stream of exciting offers and campaigns to accompany this! As a result of the last couple of years, our guests don't want to miss out on their UK holiday, so we already have one eye on autumn and October half-term.

If you'd like to take advantage of the continued demand for UK holidays, Habitat Escapes offers a super flexible service with no requirement for how many weeks you make available or keep to yourself. If you'd like a no-obligation chat about hosting holiday rentals in your property, please get in touch with a member of the Habitat Escapes team on 0333 241 6616 or owner@habitatescapes.com.

Habitat Escapes and Habitat Resales drop-ins

Now that our new Information Hub is complete behind Ballihoo, our drop-in sessions at Ballihoo will be drawing to a close and our friendly teams will be available daily at the Information Hub.



Pop in for more information about any of our services – rentals, maintenance, housekeeping or sales or just join us for an informal catch up. We look forward to seeing you there.

New summer menu at Ballihoo

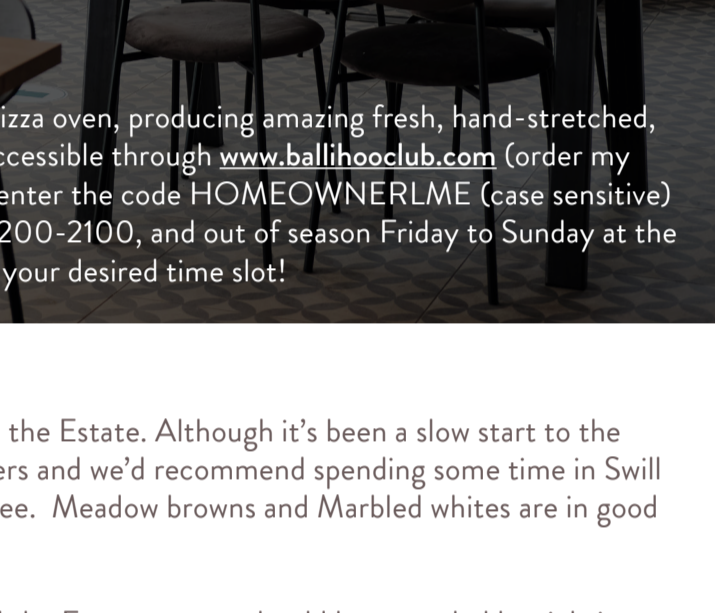
The scents of summer have drifted in and we have launched our new summer menu. Expect an abundance of colour, fresh texture and flavour, with a great portion of produce sourced from Bob's Ballihoo allotment. See the new menu [here](#).



Flaham Fen has produced some fantastic crayfish which chef Paul Budd has included in the Goan-inspired fish curry on the menu.

Homeowners' breakfasts and dinners

We'd appreciate your continued support by joining us in the upcoming **exclusive LME homeowners' gatherings at Ballihoo**. You will have sole use of the Ballihoo restaurant and it will be a great chance to meet like-minded homeowners.



- Thursday 28th July, 0900 **breakfast club** ... £15 per head to include your breakfast and a welcome tea/ coffee on arrival
- Thursday 25th August 0900 **breakfast club** ... £15 per head to include your breakfast and a welcome tea/ coffee on arrival
- Thursday 29th September 1800 **curry night** ... £15 per head to include your dinner and a welcome drink on arrival.

Email msiadatan@habitatfirstgroup.com to book.

Discounts on click & collect pizza

If you are not yet aware, we have a fantastic new Gozney pizza oven, producing amazing fresh, hand-stretched, wood-baked pizza. It's a click & collect takeaway service, producing amazing fresh, hand-stretched, wood-baked pizza. To receive your 10% discount as a homeowner, enter the code HOMEOWNERLME (case sensitive) upon checkout. In peak season, this offering is open daily 1200-2100, and out of season Friday to Sunday at the same times. Remember to order early in the day to secure your desired time slot!

An abundance of wildlife

Summer is here at last and there's lots to see and do across the Estate. Although it's been a slow start to the butterfly season, they are now being seen in greater numbers and we'd recommend spending some time in Swill Meadow where there is usually a good range of species to see. Meadow browns and Marbled whites are in good numbers and are always a delight to see.

On a warm evening, it is also worth having a wander around the Estate, as you should be rewarded by sightings of some of our resident nocturnal wildlife. Bats will most likely be seen around dusk, so watch over the lakes and around trees and meadows where they will spend time foraging for insect prey. None of the UK bats are very large, but even the smallest species needs to eat around 3000 midges a night.



Although we now have a smaller number of Beavers remaining in Flaham Fen, there are lots of fresh feeding signs showing that they are still active. Head to the hide on Flaham Fen at dusk and see if you can spot any swimming across the lake or feeding around the lake edge. While you are out and about, also watch out for Barn owls, particularly across the meadows and Nature Reserve where the mice and vole that they rely on are abundant. Often known as Ghost owls, these stunning bright white owls are almost totally silent while hunting. They can be pretty loud and noisy when not hunting, with loud shrieks and hisses.

As part of the Millstone car park extension, we were able to put in a larger, permanent muddy pond for our House martins. This pond is full of a rich mud and clay mix, providing the right mix for the House martins to nest build. It will be kept wet all summer long and the birds were using it, before it was even completed.



In other news, James Ponting has started in his role as Ecology Assistant and we are working on a series of wildlife events for homeowners and other events for guests. These will be advertised on the Homeowners' [Facebook Group](#). James is looking forward to meeting you all and we're sure you will make him feel welcome as he finds his feet in this fantastic role.

We are pleased to announce that Dr. Phoebe Carter, our Head of Environment and Sustainability recently became a Chartered Environmentalist (CEnv) through the Society for the Environment. CEnv registrants are externally verified as dedicated, highly-skilled and experienced environmental professionals and this shows Phoebe's ongoing commitment to nature conservation management and sustainability at Lower Mill Estate.

Finally, as part of the new SSSI (Site of Special Scientific Interest) status of the Cotswold Water Park, we have been asked to produce a new guidance leaflet for all visitors to the Estate, to help highlight what an important area the Estate sits in and how best to look after it. The leaflet can be found [here](#).

Activity Hub

The Activity Team has been continuing to provide an excellent level of customer service to guests and homeowners alike; the summer team will see some familiar returning faces, alongside some fresh new faces, bringing their own expertise, passion and experience to the table. The Activity Hub has been bustling over the weekends recently with record numbers of homeowners engaging with the activity offering.



If you have been out on the bikes recently, you will have seen we have refreshed our adult bikes, with a brilliant range from Cube Bikes. These are a great product and make cycling around the nature reserve an even more pleasurable experience!



ACTIVITY HUB

Along with the existing activity offering, we are also excited to bring you the 'Paddle Board Explore session' which is a paddle boarding session aimed at those of you who already know how to stand on a board and paddle in a straight line. We know so many of you have your own boards on the Estate and can assure you that even more can be gained from an experienced instructor. Whether you want to perfect your J-stroke or master a step-back turn, we have spaces available every Sunday afternoon and would love to see some of you taking part!

Team talk

We are delighted to welcome new team members to the Estate. In Activity Hub we have had Charles Hurst join as a Watersports Instructor and Connor Collier as a Bike Mechanic. In Ballihoo, Lucy Bolton, Shane Watson and Carlos Williams have joined the Front of House team, whilst in Housekeeping we have Richard Newth as our new Housekeeping Manager, Vicky Willard as Supervisor and Linda Cox as Housekeeping Assistant.

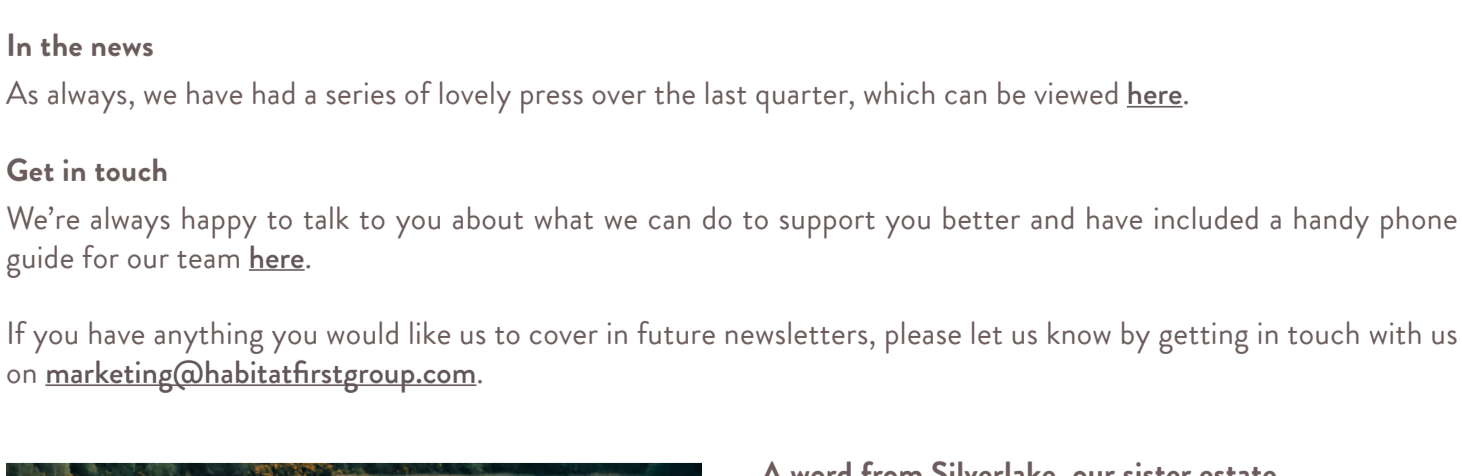
We have some new initiatives to support our team members, as we believe that a happy team leads to excellent customer service. We have regular walking clubs and during July our team will be supporting regular rubbish pick-ups on their routes to support plastic-free month. We have also been implementing mental health training and are about to launch Mental Health Compairns for our teams across the business.

In Sales, Lyn Taylor has joined as an Administrator. In our Head Office functions, Alice Morse is our new Social Media Executive and Sarah Burt has joined as Strategic Projects Manager. Over in CBL, Emma Watts has joined us as a Bespoke Assistant.

Tour de HFG

In September, a number of our team will also be taking part in Tour de HFG, a cycling tour of Habitat First Group's three estates, cycling in a whopping 314 miles across four days. This endeavour will be in aid of the Habitat First Foundation, a charity aiming to build a holiday home for children with serious illnesses/ disabilities and their families to get some much-needed respite. If you would like to support the team, please contact our Accountant, Steve Willard, on swillard@habitatfirstgroup.com.

We are welcoming a summer team to the Housekeeping Department and if you know anyone that would like to join this temporary team, do let us know on careers@habitatfirstgroup.com.



New treatments at the spa

If you have been to the spa recently, you'll have seen that our new GAIA product and treatment range has now launched. All of these natural skincare products are handmade and hand-poured in Britain.



Join us on the 30th July from 1800-2000 to test and try the new GAIA products, enjoy some celebratory drinks and indulge in a complimentary mini treatment.

We are also offering a 10% homeowner discount across all Gaia treatments and a 20% retail refill discount to all customers.

[Book your treatment now.](#)

Keep your property and guests safe

We wanted to share some information to raise awareness of electrical safety certificates and the steps you can take to safeguard your property. Owners who choose to let their property are legally obliged to ensure that appliances, circuits, and installations are safe.

An Electrical Installation Condition Report assesses the quality of the fixed electrical parts of the property i.e., wiring, plug sockets, light switches, as well as permanently connected equipment, such as showers and extractors. The inspection is undertaken by a qualified engineer who will advise if any electrical work needs to be undertaken to prevent property damage and maintain safety. If no work is required, a certificate will confirm everything is in working order, which also serves as evidence that you're demonstrating your duty of care as a holiday homeowner.

The recommended period between inspections is a maximum of 5 years. Get in touch with us to arrange your report at a favourable rate on maintenance@habitatescapes.com.

Estate enhancements

You may have seen the two new House martin puddles located on the bund by the newly expanded Millstone car park (see attached photo); our House martins are already utilising this! New hand-made picnic benches and tables have been built by the Grounds Team and are dotted around the wider estate. We have also started to roll out the new oak light bollards in Clearwater, replacing the original light bollards.

Recycling food waste

Many of you may have noticed a small brown food waste bin has been delivered to your property. These are intended to be kept in your kitchen to deposit food waste as you prepare your meals and then to be used to transfer the food waste to the appropriate bins in your closest bin store.

The new food waste bins have been put in place in all bin stores across the Estate.

The following items can be put in the food waste bins;

- Cooked / uncooked / leftover or out-of-date food
- Eggshells
- Ground coffee / tea bags
- Vegetable peelings

If you opt to use bin liners in your food waste caddy, only biodegradable bags must be used and not plastic bags. We will not be providing biodegradable food bags, but the Ballihoo Market will have these in stock.

In the news

As always, we have had a series of lovely press over the last quarter, which can be viewed [here](#).

Get in touch

We're always happy to talk to you about what we can do to support you better and have included a handy phone guide for our team [here](#).

If you have anything you would like us to cover in future newsletters, please let us know by getting in touch with us on marketing@habitatfirstgroup.com.

A word from Silverlake, our sister estate

Over at Silverlake, we have recently opened up some new plots, fronting onto the beautiful nature garden. There are just a handful of large waterside plots remaining with planning for an array of our showpiece designs. If you know somebody who might be interested in joining the Silverlake community, we are able to arrange a limited number of complimentary short stays in our Show Home over the coming weeks, which will include lunch and a tour of Silverlake from our Sales Manager. If you would like to make the most of this limited availability offer, please contact us on live@silverlakedorset.com.

The Silverlake team has been busy expanding all of the offerings and the restaurant has recently launched a fantastic new tapas menu, whilst the Activity Hub is now running pilates and bootcamp sessions.

Join our exclusive Lower Mill Estate Facebook Group to receive up-to-date information, as it happens.