Communications Plan

Old Forest Road, Wokingham

Prepared for

Bellway Homes (Thames Valley) Limited

by

Stuart Michael Associates Limited

October 2026

STUART MICHAEL ASSOCIATES
CONSULTING ENGINEERS

Coombe House
Coombe Square
Thatcham
Berkshire
RG19 4JF

T: 01635 867711
F: 01635 861715
E: mail@stuartmichael.co.uk
W: www.stuartmichael.co.uk

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STUART MICHAEL ASSOCIATES
CONSULTING ENGINEERS

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Registered Office: Coombe House, Coombe Square, Thatcham, Berkshire RG19 4JF.
Telephone: 01635 867711 Facsimile: 01635 861715.

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1.0 INTRODUCTION

1.1 Stuart Michael Associates Limited (SMA) has been appointed by Bellway Homes (Thames Valley) Limited (the 'Developer') to develop a Communications Plan (CP), to discharge Planning Condition 38 of the approved residential development of 53 dwellings on Land at Old Forest Road, Winnersh, Wokingham, Berkshire (Wokingham Borough Council Planning Reference: 251421). This shall be referred to as the "Site," the location of which is illustrated in **Figure 1.1**.

Background

1.2 The Site is located to the north of Old Forest Road, to the south-east of Winnersh, Berkshire. Trees divide the Site's eastern and western extents. To the south and west, hedgerow and trees function as buffers, separating the Site from existing residential dwellings. Toutley Road (the North Wokingham Distributor Road) borders the Site's northern boundary.

1.3 Full Planning Consent was granted in March 2026 for the erection of 53 dwellings with associated landscaping, parking, drainage, open space, and other associated works, with access via Old Forest Road. The Site masterplan is provided within **Appendix A**.

Development Proposals

1.4 Access to the Site will be served through a simple priority junction from Old Forest Road. The carriageway at the junction will be 5.5m wide and have 2m wide footways either side. This will connect to the existing footway on Old Forest Road. Within the Site the access road reduces in width to 4.8m.

Report Outline

1.5 A Communications Plan (CP) has been requested by the Local Planning Authority (LPA), Wokingham Borough Council (WBC), prior to the commencement of development on Site, this includes any construction works, demolition, ground works, and vegetation clearance. This is a live document and should be maintained and updated throughout the course of development.

1.6 A CP outlines the proposed methods of communication the Developer will use to engage with local residents and keep them informed throughout the construction period on Site.

1.7 This CP has been requested as part of Planning Condition 38

Condition 38: Communications Plan

"No development shall take place until a Communications Plan has been submitted to and approved in writing by the Local Planning Authority. The Communications Plan shall specify methods of communication with local residents and the developer and/or

contractors, including the creation of a liaison group to meet in accordance with an agreed schedule during the construction phase only. The Plan shall be carried out as approved through the construction phase only until the final completion of the development."

1.8 The approved CP shall be implemented and adhered to throughout the construction period.

1.9 The remainder of this report will be structured as follows:

- **Section 2.0**: Aims and Objectives.
- **Section 3.0**: Communications Plan.
- **Section 4.0**: Communications Plan Initiatives.
- **Section 5.0**: Summary and Conclusion.

2.0 AIMS AND OBJECTIVES

2.1 It may be important for the Developer to communicate with local residents prior to the commencement of any works on Site. This will mark the start of a working relationship which could be maintained throughout the entire construction period.

2.2 With this in mind, the primary aim of this Communications Plan is as follows:

To open a line of two-way communication between the Developer and local residents. This will be achieved by being transparent, managing expectations, minimising disruption, and listening to feedback.

2.3 The aim of the Communications Plan will be achieved through delivering a series of objectives:

- **Objective 1:** Prior to the commencement of construction, contact must be established with local residents to explain what works will occur. An indicative timeline will then be provided to manage their expectations regarding disruptions.
- **Objective 2:** Create a virtual liaison group which will meet, if necessary, with the Developer, and could update a public forum which answers Frequently Asked Questions (FAQs).
- **Objective 3:** Keep local residents informed, provide notices on development activities, mitigation measures, key milestones, short-term disruptions, abnormalities, an updated timeline, and any out-of-hours works.

3.0 COMMUNICATIONS PLAN

3.1 The purpose of this CP is to establish an effective line of two-way communication between the Developer and local residents. This will be used to provide progress of the construction on Site, take on/respond to feedback, and notify residents of any out of hours works prior to their commencement.

Communications and Consideration with the Public

3.2 The construction process can be very disruptive to those living in close proximity of the development Site. The Developer will aim to act with consideration as to the impacts the development may have on the local community during this process.

3.3 The objective is to maintain a line of communication between the developer and local community, in order to minimise the disturbance during construction works.

3.4 Immediate neighbours are likely to have concerns over construction activities, therefore, it is essential that any construction works planned near properties are minimised as far as practicable and that any potential work likely to cause a significant disturbance is communicated to residents as and when necessary.

3.5 Residents will be notified in advance of potential work, including works to the highway, which may cause disruption, as per the S278 Agreement.

Hours of Work

3.6 Construction operational hours will be between 08:00 to 18:00 from Monday to Friday and 08:00 to 13:00 on Saturday. No construction work will be undertaken on Sundays or on bank holidays. Where possible, deliveries will avoid AM (08:00-09:00) and PM (17:00-18:00) peaks, as well as PM school collection times (14:30-16:30). HGVs associated with the development will not be laid up/waiting on local roads during these times. This should ensure that neighbouring amenities are protected.

3.7 To allow for a prompt start on Site, contractors will be allowed to access the Site from 07:30, however, no work will be allowed to commence before 08:00.

Roles and Responsibilities

3.8 The Construction Director is responsible for overseeing all communication activities and approving any public statements, such as letter drops.

3.9 The Construction Director will also be responsible for liaising with statutory authorities and the Main Works Contractor as required and ensuring that records of communication (including verbal communication) are kept. Statutory authorities should always be accompanied on Site visits and wear the necessary PPE.

3.10 The contact details of the Construction Director are as follows:

- Name: Kevin Chapple
- Number: 0118 933 8020
- Email: Kevin.Chapple@bellway.co.uk

3.11 The contact details of other relevant personnel will be provided to the relevant authorities as necessary before work commences on Site.

3.12 A designated Community Liaison Officer (or similar) must be appointed, they would function as the main point of contact for the public and local authorities.

3.13 The Site Management Team must ensure that all communication is handled appropriately and in accordance with company policy.

Programme, Duration of Construction Works, and Phasing

3.14 It is anticipated that the build out period for the whole Site could be up to 2 years. The programme of works will consist of the following:

- Enabling Works
  - Construction Access Measures;
  - Tree removals, trimmings, and works;
  - Secure Site, Hoarding Works;
  - Site Set up. Tree Protection Works;
  - Welfare and on-Site welfare measures;
- Ground Works
  - Groundworks and Site roads;
  - S278 Works;
  - Site clearance, cut and fill;
- Infrastructure, Drainage & Services
  - Road infrastructure;
  - Service diversion;
- Construction Stage
  - Foundations;
  - Substructure works;
  - Superstructure works;
  - Sales, Marketing, & Show Homes;
- Completion & Handover
  - Landscaping;
  - Ecology Mitigation; *and*
  - Construction Measures removed.

3.15 All construction facilities will be located within land controlled by the applicant.

Provision of boundary hoarding

3.16 Enabling works for each phase will include perimeter fencing/security provisions. The construction and maintenance of fending and hoardings will be carried out to an acceptable condition to prevent unwanted access to the construction Site, provide noise attenuation, screening, and Site security, where required. This will include the need to provide viewing points at relevant locations, if required.

3.17 The hoarding must provide Site information boards which includes out-of-hours contact details, community information, information on the works programme, and details of the Site Manager's contact details at key locations.

4.0 COMMUNICATIONS PLAN INITIATIVES

4.1 In order to achieve the objectives of this CP set out within **Section 2.0**, a number of initiatives would be implemented by the Construction Director and Site Manager prior to the commencement of development and throughout its entirety. These would seek to open a line of two-way communication and minimise disturbances upon local residents.

4.2 The implementation of measures and initiatives would be delivered upon approval of this document.

4.3 These initiatives combine a mixture of in-person and online methods to impart information about the construction progress of the development.

4.4 The initiatives can be split into two sub-categories:

- Before work commences on-Site; *and*
- Once work has commenced on-Site.

4.5 Before work commences on-Site: Objective 1 and Objective 2 fall into this category, these emphasise the importance of pre-work contact and how this will be established.

4.6 Once work has commenced on-Site: Objective 3 falls into this category, this discusses the measures that will be taken throughout the entirety of the construction period. This includes regularly conversing and responding to local residents.

Before work commences on-Site

Objective 1: Prior to the commencement of construction, contact must be established with local residents to explain what works will occur. An indicative timeline will then be provided to manage their expectations regarding disruptions.

4.7 Prior to the commencement of work on-Site, a two-way line of transparent communication must be established with local residents. This must be able to successfully impart key information about the construction Site, to achieve this, various measured are discussed below.

- Letter Drops;
- Indicative Timeline;
- Enquiries Email Address; *and*
- Erection of an on-Site Noticeboard.

4.8 Letter Drops: Before letters are distributed to surrounding residents, the Developer and Construction Director should consult WBC to agree upon a notification area.

4.9 Each household within the agreed notification area will receive a letter which briefly introduces the development Site and outlines the on-Site construction works, it will outline on-Site measures taken to mitigate and minimise impacts on local residents. This letter will include details about the Site and provide an email address for general enquiries (see below), which will go live following the commencement of works on-Site.

4.10 A letter notifying residents of upcoming works is provided within **Appendix B**.

4.11 Indicative Timeline: An indicative timeline must either be included as part of the letter or provided alongside it. This timeline will set out when works/disruptions are expected to occur within the first year of construction.

4.12 The letter and timeline can either be posted or handed out via a respectable representative on behalf of Bellway.

4.13 Enquiries: Before the commencement of work on-Site, a dedicated email address will be provided for public complaints, this will go live once work starts on-Site. All complaints will be recorded in a logbook within 24 hours (working days) of receipt.

4.14 The dedicated email address is as follows:

- Oldforestroadcommunity@bellway.co.uk

4.15 Erection of an on-Site Noticeboard: A noticeboard will be erected on-Site which will provide copies of the cover letter, an indicative timeline, community information, an email address for general enquiries and 24-hour complaints. The noticeboard will also feature key contact information for the Site Manager.

4.16 It should also include space for Frequently Asked Questions (FAQs), which will be added following the first meeting of the liaison group.

4.17 This noticeboard will be publicly viewable and located adjacent to the Site, where members of the public could safely read information without interfering or being affected by operations.

Objective 2: Create a virtual liaison group which will meet, if necessary, with the Developer, and could update a public forum which answers Frequently Asked Questions (FAQs).

4.18 The creation of a virtual liaison group, to act on behalf of local residents, would ensure that clear, consistent, and professional communication is maintained between the Developer, construction Site, and all external stakeholders.

4.19 It is anticipated that this group could consist of key members from the development team, Parish Council, Local Borough Councilors, local residents and other appropriate stakeholders. However, advice will be sought from the Parish Council in order to

determine who should be a member of this group. Once established, a list of members, including contact details such as email addresses, could be submitted to WBC. Discussions should then commence to find a suitable date to host the first meeting, if it is deemed to be necessary.

4.20 It is expected that the group would meet, if necessary, to discuss the progress of construction on-Site and to address any concerns.

4.21 The Community Liaison Officer could oversee this group.

4.22 After the initial meeting, FAQs will be added to the Site noticeboard and updated regularly.

Once work has commenced on-Site

Objective 3: Keep local residents informed, provide notices on development activities, on-Site mitigation measures, key milestones, short-term disruptions, abnormalities, an updated timeline, and any out-of-hours works.

4.23 After work has commenced on-Site the measures discussed in **Objective 1** must be updated. The updates are listed below:

4.24 Letter Drops: Letters should be re-issued to residents yearly, outlining what has been discussed by the liaison group, the progress of on-Site construction works, what measures have been taken to mitigate/minimise impacts to local residents, and re-iterate the details of the Site's email address for complaints.

4.25 Letters may also be issued upon the completion of major milestones, when disruption is expected, or when out-of-hours works may occur.

4.26 Indicative Timeline: Indicative timelines should be re-issued to residents yearly and set out when the works/disruptions are expected to occur within the next year.

4.27 The FAQs will be reviewed as necessary and updated based upon responses from the enquiries email address.

4.28 Enquiries Email Address: A structured procedure for handling complaints must be followed. After responses have been recorded the issue must be investigated, and a response provided. Where necessary, corrective actions would be implemented and the complainant should be informed of the resolution, this action should take no longer than 24-hours (during working days). This ensures accountability and demonstrates commitment to community satisfaction.

4.29 Erection of an on-Site Noticeboard: The Site noticeboard will be updated regularly, copies of each new letter or timeline will be provided once issued, and notices regarding disruptive works will be displayed. The FAQs will be updated regularly.

Providing Advanced Notice for off-Site works

4.30 Prior to the commencement of any off-Site works, including works to the highway as per the S278 Agreement, local residents must be given a notice period of at least 7 days. However, when reasonably practicable, residents will be given a longer notice period. This will be communicated with residents in writing via letter drops, a copy of which will be provided on the Site noticeboard. This will ensure that residents can prepare for potential disruption.

4.31 Consideration of off-Site works will factor in potential disruption such as school travel patterns. Off-Site works will be subject to a Temporary Traffic Regulation Order (TTRO), as part of the required Road Space License, which will define the times that these works will be undertaken.

Providing Advanced Notice for out-of-hours works

4.32 Where possible, all deliveries and construction works should adhere to the agreed Site working hours stated within Paragraphs 3.6 and 3.7. However, when deliveries or works could result in congestion or disrupt local residents it may be necessary to deviate from the standard working hours.

4.33 The Construction Director is responsible for authorising any work outside the approved working hours. Once authorisation has been given, a standard procedure will be followed. This involves notifying the Developer and all relevant local authorities, the Construction Director would need to provide a justification for out-of-hours works, measures to be taken to minimise disruption and ensure compliance with contractual and regulatory requirements.

4.34 Measures Taken to ensure Residents are aware: Residents must be notified in writing, via letter drops, no later than 7 days prior to the commencement of scheduled out-of-hours works. A copy of this letter must be attached to the Site noticeboard.

4.35 During out-of-hours operations, all reasonable steps must be taken to minimise noise, vibration, and light pollution. This may include the use of noise suppressers, quieter equipment, temporary acoustic barriers, restricted vehicle movements, and focused task lighting. A log of the events must be maintained which records the nature of emergency, the authorisation details, timing, and actions taken to mitigate impacts.

Procedures for Emergency Deviation from Working Hours

4.36 Emergency deviation from standard working hours may be required in exceptional circumstances, where unforeseen events or critical construction activities necessitate immediate action. The purpose of this procedure is to ensure that any out-of-hours work is properly controlled, justified, and communicated to all relevant parties, minimising disruption, and maintaining compliance with contractual and regulatory requirements.

4.37 The Construction Director is responsible for authorising emergency work outside the approved working hours. Once authorisation has been given, the Developer, and all relevant local authorities will be informed of the deviation. This involves providing justification as to why works will occur out of standard working hours, expected duration, and proposed mitigation measures.

4.38 The local community should be informed as soon as possible, either through direct communication, or public notice via letter drops, and the noticeboard, to ensure transparency and manage expectations.

4.39 During emergency out-of-hours works the same steps as stated in Paragraph 4.35 must be followed in order to minimise impacts.

4.40 Following completion of the emergency work, a review will be conducted. This will assess the effectiveness of the response, compliance with environmental and safety requirements, and include feedback received from relevant stakeholders.

Reporting and Feedback

4.41 Throughout the construction period, all personnel and sub-contractors working on the project shall perform their duties in accordance with the requirements of this statement. The Site Team shall report regularly to the Area Build Manager on the status and effectiveness of its implementation.

4.42 This includes assessing the three objectives and whether or not they have been, or are being, achieved.

4.43 If necessary, the Site Manager may keep a logbook in order to provide feedback to WBC.

Indicative Schedule

4.44 An indicative schedule for the implementation of communication initiatives is outlined below for the first 12 months:

- Prior to the commencement of works:
  - Agree on a notification area with WBC;
  - Draft notification letters for pre-works letter drops;
  - Draft an indicative timeline to be distributed pre-works;
  - The enquiries email-address must go live pre-works;
  - The on-Site noticeboard must be erected pre-works;
  - A Community Liaison Officer could be appointed by the Developer; and
  - A virtual liaison group would be established.
  - Notification letters must be distributed to residents in the agreed area;

- Indicative timelines must be distributed to residents in the agreed area; and
- The Site noticeboard must contain all necessary information, letter drops, email addresses etc, and include an FAQs forum.

- Once works commence on-Site (ongoing until completion):
  - The noticeboard should be updated regularly, once new information is made available.
- 3 months post commencement of works:
  - Initial quarterly meeting should be held, and, if necessary, a new schedule or next meeting date agreed.
  - Any agreed dates will be provided in writing to all relevant parties.
- 12 months post commencement of works:
  - Letters should be re-issued with key milestones;
  - Indicative timelines should be re-issued for the next year;
  - The noticeboard should include copies of the latest letters, notifications, and timelines; and
  - Commencement of the 4th quarterly meeting, or updated meeting date in line with agreed schedule.

5.0 SUMMARY AND CONCLUSION

5.1 Stuart Michael Associates Limited (SMA) has been appointed by Bellway Homes (Thames Valley) Limited (the 'Developer') to develop a Communications Plan (CP), to discharge Planning Condition 38 of the approved residential development of 53 dwellings on Land at Old Forest Road, Winnersh, Wokingham, Berkshire (Wokingham Borough Council Planning Reference: 251421).

5.2 This statement shall be a live document, which will be continuously reviewed to take into account additional information encountered during the construction phase or concerns of Third Parties. Any revisions to this plan shall be agreed, approved by the Build Director, and recorded.

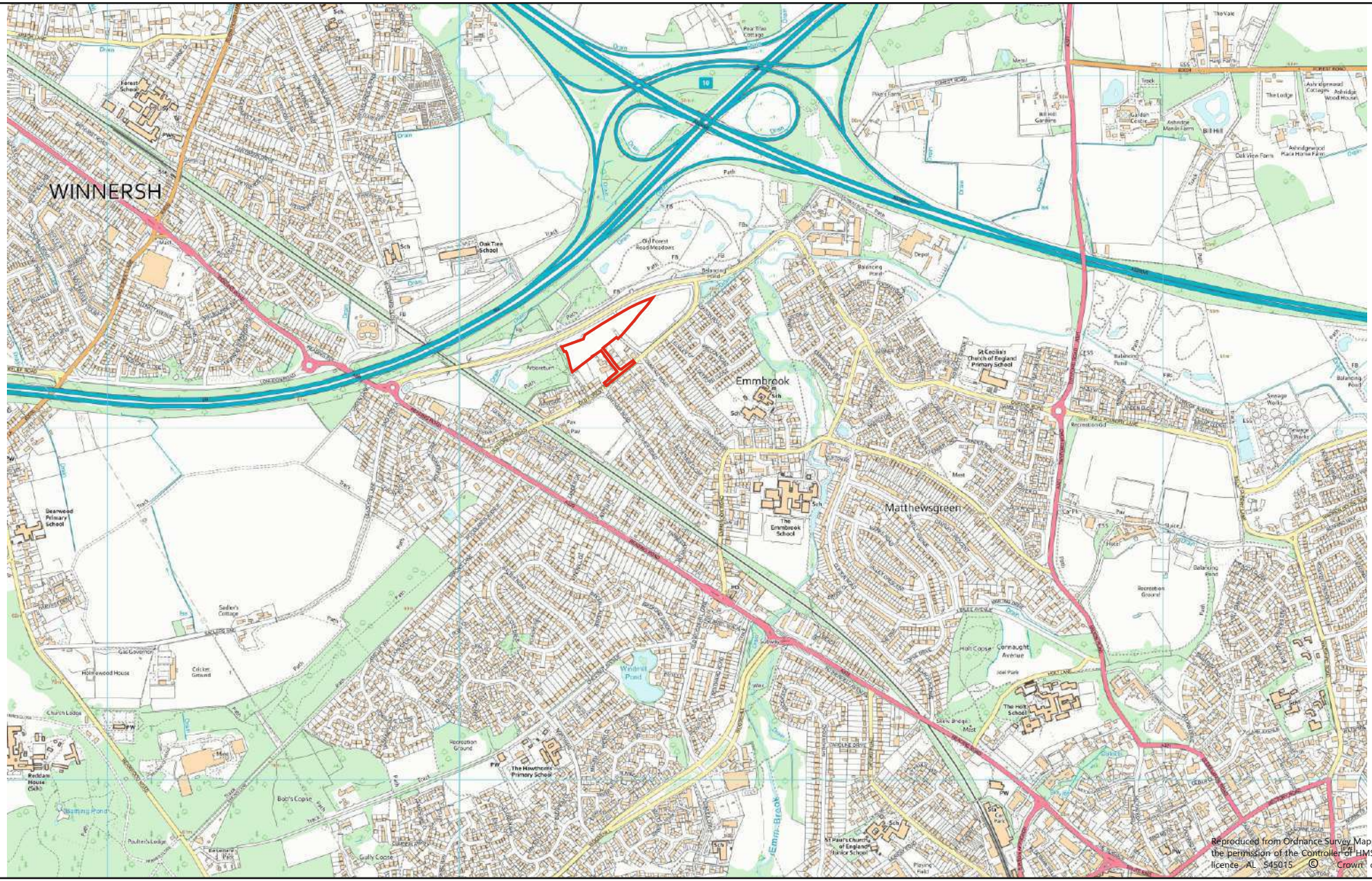
5.3 The CP has been prepared to outline the proposed methods of communication the Developer will use to engage with local residents and keep them informed throughout the construction period on Site.

5.4 This CP demonstrates the measures that the Developer will use to open a two-way line of communication with local residents and the measures that will be taken minimise disruption. All neighbouring properties will be informed of any disturbances that may arise as a result of the construction period.

5.5 Contact details of the Construction Director are provided at para. 3.10, the Site Manager, and other relevant personnel will be provided to the relevant bodies once they are appointed. Details of the liaison group shall also be provided.

5.6 In view of the above it is considered that this Communications Plan and the ongoing monitoring and management of the construction process satisfy the requirements of Planning Condition 38.

FIGURES



STUART MICHAEL ASSOCIATES
CONSULTING ENGINEERS

Stuart Michael Associates Ltd
Coombe House, Coombe Square, Thatcham, Berkshire RG19 4JF
T: 01635 867 711 e: mail@stuartmichael.co.uk
F: 01635 861 715 w: www.stuartmichael.co.uk

JOB TITLE

Old Forest Road, Winnersh

DRAWING TITLE

Site Location Plan

FIGURE NO.

FIGURE 1.1

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APPENDICES

APPENDIX A

ELSTREELAND

land at old forest road wokingham

SCHEDULE OF ACCOMMODATION

Housetype	Description	Qty
Private		
2BA	2 Bed Apartment	6
2A	2 Bed House	2
2B	2 Bed House	3
3A	3 Bed House	6
3B	3 Bed House	1
3C	3 Bed House	1
3D	3 Bed House	1
4A	4 Bed House	4
4B	4 Bed House	2
4C	4 Bed House	2
4D	4 Bed House with integ garage	1
4E	4 Bed House with integ garage	3
Private Total		32
% of Total (Private)		60%
Affordable		
1BA	1 Bed Apartment	10
2BA	2 Bed Apartment	6
3AA	3 Bed House	5
Affordable Total		21
% of Total (Affordable)		40%
Overall Total		53

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DHA Architecture Ltd
Brooklands Farm Business Park
Bottle Lane
Binfield
Berkshire
RG42 5QX
0118 934 9666
surname@dhaarchitecture.co.uk
www.dhaarchitecture.co.uk

1 : 500 @ A1

created 30.05.2025
contact JeH

presentation planning layout

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dha architecture

APPENDIX B

Bellway Homes Limited
Thames Valley Division
Imperium
Imperial Way
Reading
RG2 0TD

FAO The Resident
Old Forest Road
Winnersh
Berkshire

8th October 2026

Dear Resident,

Proposed Housing Development on Old Forest Road – Upcoming Site Works

We are writing to provide you with an update regarding the approved housing development located adjacent to your property.

The project is currently progressing through pre-construction activities, and we would like to inform local residents of the planned programme of works scheduled for the coming months.

Current and upcoming activities are as follows:

- **Ecological investigations** are currently being undertaken and are expected to be completed by **9th October 2026**.
- **Tree works** are scheduled to commence from **13th October 2026**.
- **Groundworks and enabling works** are anticipated to begin on **26th October 2026** and are to be undertaken by Houlihan & Co.
- **Main construction works** are currently programmed to commence in **Spring 2027** and will be undertaken by Bellway Homes Thames Valley.

We do understand that construction activities can cause concern for neighbouring residents, particularly those whose properties back directly onto the site development. Please be assured that every effort will be made to minimise disruption wherever possible.

Measures will include:

- Compliance with approved construction working hours.
- Careful management of site traffic and deliveries.
- Dust suppression and noise control measures.
- Maintenance of secure site boundaries.
- Ongoing monitoring of site operations to ensure works are undertaken safely and responsibly.

As the project progresses, we will continue to keep residents informed of key milestones and any activities that may have a noticeable impact on the surrounding area.

Should you wish to discuss the works above please contact the project team using the details provided. We recommend email being your preferred method of contact.

Head Office details:
Houlihan & Co (Excavations) Ltd
Customer care department – 01784 250650 (option 5)
Email: customercare@houlihans.co.uk

As of 26th October 2026, Houlihan & Co will be on site fulltime. From that date, all correspondence should be directed to the site team as per the details below:

Site Contact details:
Houlihan & Co (Excavations) Ltd
Site Supervisor - Danny Sulaj 07595 303829
Email: Danny.sulaj@houlihans.co.uk

Throughout the construction of the development we are committed to maintaining open and honest dialogue with our neighbours and welcome any questions or concerns you may have, however, we do ask that all communications remain polite and respectful at all times.

Once Bellway commence construction on site, we will provide further information with updated contact details for the next phase of the build process.

We thank you for your patience and understanding while these works are carried out and look forward to delivering a high-quality development that will provide new homes for the local community.

Yours faithfully,

Craig Goswell

Construction Manager
Bellway Homes Thames Valley



Coombe House

Coombe Square

Thatcham

Berkshire

RG19 4JF

T: 01635 867711

E: mail@stuartmichael.co.uk

W: www.stuartmichael.co.uk