

**Review Title:**

Poor communication, delays, and inadequate management of critical safety matters

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We are leaseholders at St Mary's Walk, a mixed-use residential block managed by Freshwater Group, and our experience has been consistently poor—particularly in relation to basic communication, organisation, and the handling of essential health and safety responsibilities.

In August 2025, the Residents Association formally wrote to Freshwater requesting key information ahead of a Fire Risk Assessment (FRA), including previous assessments, scope of works, and costs. This information is fundamental to any competent building management process. Despite this, no meaningful response was provided for over a month, requiring repeated follow-ups from residents .

When communication was eventually received, it highlighted a lack of preparation and continuity, with a new property manager stating they were still “getting up to speed” and acknowledging that the FRA was already overdue . This raises serious concerns about internal management and oversight.

Earlier attempts to arrange fire safety inspections were also inadequate. Freshwater initially proposed inspecting just one flat and a limited number of doors, despite the building containing multiple units and shared escape routes. Residents had to intervene to insist that all fire exits and doors be properly assessed, as would be expected under any competent fire safety regime .

Throughout this process, there has been:

- A lack of timely responses to formal correspondence
- Poor coordination and repeated changes in property management personnel
- Failure to provide basic compliance documentation when requested
- Attempts to carry out incomplete or insufficient safety inspections

These issues are particularly concerning given they relate to statutory health and safety obligations affecting all residents.

In summary, our experience suggests a reactive and disorganised approach to property management, with residents having to drive the process to ensure even basic standards are met. This has significantly undermined confidence in Freshwater Group's ability to manage the building effectively and safely.

**Rating:** ★☆☆☆☆ (1/5)