



*Volunteers to join us are sought; email [hello@holboroughlakes.uk](mailto:hello@holboroughlakes.uk)*

## Minutes of the HLRA Meeting 10<sup>th</sup> March 2025

**Present:** Annette Davies (AD) (Meeting Chair), Keith Bristow (KB), Shelby Ellis (SE), Ross Hollingshead (RH), Paul Hoskins (PH), Nicola Hughes (NH), Melanie Johnson (MJ), Angela Ogbe (AO), Lyn Roberts (LR), Claire Wych (CW).

**Apologies:** Liana Berkeley-Hill (LBH), June Heslop (JH), Sam Hollingsworth (SHW), James Sturgeon (JaS).

### 1. Welcome

**2. Minutes of meeting held 10<sup>th</sup> February 2025**- minutes agreed & are available on the HLRA website, HL notice boards & on RMG Living (London).

### 3. RMG Report

- Redecoration programme at Providence House and 8 Higham is almost completed. A final push this coming weekend should bring the works to a close.
- UKPC, the parking contractors for the unadopted areas on the development, have been working with the estate manager to identify vehicles that are parking illegally.
- Estate manager facilitated our water feature contractors on 18 February.
- The Estate Manager facilitated various contractors, welders, CCTV engineers.
- Ten silver birch trees have been purchased to replace the trees that succumbed to vandalism or disease.
- There have been recent examples where residents are allowing or giving access to their friends or family to enter the gym and using the facilities. This is not permitted.
- Estate manager has produced a monthly list of outstanding remedial works that requires various contractors to quote for each of the tasks.
- We are blighted by residents who are Fly Tipping on various areas around the estate. It is costly to remove these items and residents are encouraged to report this unacceptable behaviour to the Police on the non-emergency number 101.
- The position of Head Gardener has been advertised locally. But RMG are not yet in a position to shortlist candidates.

**Village Hall Hire-** The Village Hall Income was £100 for February. *(Residents can hire hall. Cost of hire is £12.50 an hour and can be booked via the Estate Manager [john.shaw@rmg.london](mailto:john.shaw@rmg.london))*

#### Points arising: -

LR raised concerns on behalf of residents that people were mis-using the estate litter bins to dispose of their domestic rubbish. This included food waste which was being pillaged by foxes resulting in a health risk to people and pets. MJ agreed to review locking lids for these bins & to send out an advice notice.

**8/25: Research lids for litter bins & send out advice notice. (RMG)**

**MJ**

**Fly tipping in these bins, bins stores & other areas is considered ASB and increases service charge costs as well as taking up the time of the estate team. Please dispose of your waste in a responsible adult manner.**

NH requested details of why CCTV engineers were required to attend the estate & any costs involved. She sought a reply by 17/03/25.

**9/25: Confirm reason for CCTV engineers visit by 17/03/25. (RMG)**

**MJ**

NH reported that UKPC were inappropriately ticketing vehicles who were parked in RMG approved parking areas. MJ advised that if residents received a ticket which they feel is unjustified then they should contact the Estate Manager who can arrange for them to be cancelled if incorrectly issued. It was acknowledged that UKPC operatives are not fully conversant with all the foibles of parking on HL.

PH expressed appreciation for the efforts of the gardening team, but identified the H&S risks of leaving holes in the ground when trees are removed.

**10/25: Estate Team to address holes in ground asap. (RMG)**

**MJ**



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#### **4. SH Report**

##### **Grounds Maintenance**

Grounds maintenance by the RMG gardening team continues in Southern Housing Land.

##### **Bin Store Reinstatement**

4 Edwards Close, works to reinstate the burnt bin has been completed. The residents can start using the Bin as soon as TMBC supplies the Euro bins.

##### **Unroadworthy cars**

The owners of some unroadworthy cars left in parking bays were identified and written to, formally advising that they are in breach of the 'Right to Use' as vehicles are unroadworthy and impacting on SH's ability to maintain those areas.

##### **Door entry 2-12 Poynder-**

This project is managed by the Complex Case Team as there are more blocks under consideration. SH will provide an update on the programme of work and timeline once we have more information.

**29/23: Address insecurity SH block. (SH)**

**AO**

#### **5. Ongoing Actions**

##### **25/22 Road Adoption Plan**

The adoption of roads is being progressed by KCC. PH expressed concern at the poor condition of drain covers and loose kerb stones in Martin Lane near the j/w Amisse Drive. RH agreed to review these concerns & to do a walk-about with PH. KB requested that Amisse roundabout be clearly marked to inform vehicles entering the estate not to cut the corner posing a collision risk with vehicles exiting the estate. RH did not believe this was a requirement of KCC, but he would confirm this. AD expressed concern about a van parking on this roundabout. MJ to check this out. NH sought KCC contact details.

**25/22: Provide update on adoption of roads. (BH)**

**RH**

**25/22: Inspect loose cobbles/defective drain covers Martin Lane. (BH)**

**RH**

**25/22: Inspection walk-about. (HLRA/BH)**

**PH/RH**

**25/22: Confirm plan for Amisse Drive roundabout. (BH)**

**RH**

**25/22: Forward KCC contact details by 17/03/25. (BH)**

**RH**

**11/25: Investigate van parking Amisse RA. (RMG)**

**MJ**

##### **6/25 Village Hall**

RH advised that he is awaiting updates from BH Community, and Planning teams to advise on potential options for the hall. PH has received contact from a coffee vendor expressing interest in using the hall and the committee were keen to explore this option. CW sought clarification on RMG's policy regarding non-residents booking the hall as information had come to light that such bookings were being rejected when any income should be welcomed. It was suggested that an additional deposit may be appropriate in certain circumstances to ensure all conditions of use were met & residents' investments were protected.

**6/25: Advice on options for hall. (BH)**

**RH**

**6/25: Confirm policy for use of hall by non-residents. (RMG)**

**MJ**

##### **12/25 Food Vendors **Potential vendors can contact PH via [hello@holboroughlakes.uk](mailto:hello@holboroughlakes.uk)****

PH has kindly volunteered to take the lead in managing interested vendors. He advised that in addition to the coffee vendor he had been contacted by a Caribbean food vendor. It was agreed that to encourage vendors to the estate the RMG authorisation process should be streamlined to a simple agreement providing consent to trade at Holborough Lakes which can be revoked at any time should there be any noise, litter or similar unacceptable issues. PH will work with RMG to gain expeditious approval for potential vendors. RMG require Public Liability insurance, hygiene certs and trader's licence. RH raised a concern regarding covenants & restrictions which might impact vendors' use of the estate. He agreed to check this out. PH will circulate details of interested vendors for the committee to agree to.

**12/25: Circulate details of vendors for agreement. (HLRA)**

**PH**

**12/25: Confirm legal status of vendors' use of estate land. (BH)**

**RH**

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### **85/21 Reducing the Impact of Fuel Charge Increases**

Water Feature Timer – No blockage in outflow pipe therefore not possible to fit a timer. PH raised concern about the fuse box for the fountain lights being submerged in water.

**85/21: Check fountain lights fuse box. (RMG)**

**MJ**

### **Replacement of LED bulbs in bollard lights**

MJ provided three current quotes for this job @ £97.90, £86.40, £79.20 per bollard. This cost is calculated to be recovered after three years & will substantially reduce the electric usage of bollard lighting around the estate. The committee unanimously agreed on the lower quote engaging 'Pinnacle'. NH suggested that it may be more appropriate to commence the replacement starting at the rear of the estate as there were more bollards in this area and thus more savings to be made; this was agreed. KB raised concern regarding the brightness of the new bulbs invading nearby properties and MJ agreed to check out if there were 'softer' options to be used in required locations. PH expressed concern as to whether Pinnacle would fit the correct bulb. MJ agreed to get them to convert one bollard as a trial & report back.

**85/21: Update on progress of replacing bulbs in bollard lights. (RMG)**

**MJ**

**85/21: Check out 'softer' options of bulbs. (RMG)**

**MJ**

**85/21: Check out a trial conversion & report on success. (RMG)**

**MJ**

### **37/22 Management of Electricity Meters**

LR is still awaiting a reply from JaS to her email of 07/02/25. She expressed her concern that RMG were now claiming five meters were responsible for electricity being used by streetlights when in 2020 JaS informed the committee that residents were not charged for streetlights. RH informed the meeting that KCC will not adopt roads with metered lighting on them. LR expressed her confusion as two of the meters RMG claim are for streetlights are on adopted roads and RMG cannot locate one meter but claim this serves streetlights. She questioned how residents could be satisfied that the charges for these meters were reasonable when there was so much confusion as to what they were measuring. MJ agreed to liaise with JaS and if appropriate arrange for an electrician to check out these meters. It was agreed with RH that if it was shown that these meters were for streetlights on adopted roads then BH would meet the costs of this confirmation process.

**37/22: Respond to LR's email dated 07/02/25. (RMG)**

**JaS**

**37/22: Liaise with JaS/ arrange check of meters if appropriate. (RMG)**

**MJ**

### **29/24 Provide Update ref Refunds for High Electricity Costs in 2023**

NH requested that JaS attend the April meeting to talk to this action. LR asked what will happen with any excess funds if RMG successfully obtains refunds through the ombudsman action which are higher than the refunds given to residents? MJ advised that any excess would be refunded to the service charge.

**29/22 : Provide update on obtaining refunds for 2023 electric charges. (RMG)**

**MJ/JaS**

### **2/25 Leasehold Insurance Certificates**

MJ apologised for the delay in addressing this action. RH agreed to chase up this action as BH has provided the necessary information to RMG and expected it to be delivered promptly to residents. Certificates are now on display in blocks. NH asked for this to be addressed by 17/03/25.

**2/25: Investigate and ensure all leaseholders are written to and made aware of remuneration status re BH/RMG and include on RMG portal.**

**RH/MJ**

**2/25: RMG IT dept check 'Insurance' button availability on leasehold portal accounts.**

**MJ**

### **16/21 Cracked Bonded Paving**

McCoda will return when the warmer weather allows to scrape and relay the surface.

**16/21: Confirm any warranty for these works. (BH)**

**RH**

**16/21: Update on progress of works. (BH)**

**RH**

### **08/20a and 1/21 Review of Lake Level/Sluice Gate Operation**

RMG are still awaiting confirmation of an attendance date from Osterna (RMG's H&S consultant).

**08/20a: Provide update on risk assessment. (RMG)**

**MJ**



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#### **45/24 Legal Status of Wooded Area at Rear of LVC**

RMG are still awaiting confirmation of an attendance date from Osterna (RMG's H&S consultant).

**45/24: Provide update on risk assessment of wooded area LVC. (BH)** MJ

#### **25/24 Update ref ASB Fencing**

RH will circulate an illustration of the proposed fence to the committee.

**25/24: Update on crime-prevention fencing. (BH)** RH  
(Post meeting update – illustration circulated.)

#### **3/25 Gym equipment**

'Motivate' have been asked for specifications. SE reported a piece of equipment as a potential H&S risk. MJ will ask Estate Manager to check gym equipment and tape off if unsafe. MJ will send out letters asap.

**3/25: Obtain specification from Motivate of gym equipment. (RMG)** MJ

**3/25: Check broken gym equipment. (RMG)** MJ

**3/25: Circulate letter ref rules of gym use. (RMG)** MJ

#### **5/25 Repairs to Booth Close Guttering**

Repairs not yet completed.

**5/25: Arrange repairs to Booth Close guttering.** MJ

### **6. Social media**

RMG have sent info to SHW to upload to HLRA website. Committee members are asked to support the content of the website by composing interesting articles to be used as weekly news updates.

**4/25: Members to compose news articles for website.** HLRA

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[www.holboroughlakes.uk](http://www.holboroughlakes.uk)

### **7. AOB**

7.1 CCTV- LR asked if it was possible to have a 6-monthly report on how often CCTV captures have been called for in police/other investigations to ensure the CCTV is being fully utilised. AD referenced the dive school's personal CCTV being part of that report.

**13/25: Provide 6 monthly CCTV report. (RMG)** MJ

7.2. Manhole cover- NH reported a defective manhole cover in Poynder Drive by the coach house garage near the blue flats. MJ felt this was already being addressed but will check out.

**14/25: Check defective manhole cover Poynder Drive. (RMG)** MJ

*Roads on the estate are subject to 20mph; please drive with care for other road users.*

Meeting Closed: 8.50pm Next Meeting: 14<sup>th</sup> April 2025 7pm.