



Email: hello@holboroughlakes.uk

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Minutes of the HLRA meeting on the 15th February 2021 (Via Zoom)

Present:

Christine McGrath (CMG) (Chair), Lyn Roberts (LR), Steve Coe (SC), Annette Davies (AD), Sarah Hands (SH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Kelly Pheby (KP), Heli Sarin-Yates (HSY), Adrian Soper (AS),

BH representative: Sarah Fisher (SF)

RMG representative; Mohamed Benyermak (MB)

SHG representatives: Angela Ogbe (AO), June Heslop (JH).

Apologies: Paul Goldup (PG), Christina Moir (CM), James Sturgeon (JaS).

1. Welcome.

Prior to the meeting David Walker had resigned from the committee. The Chair welcomed Emma Hutchings (EH) as an observer to the meeting. Both Emma & Charlotte Plumb (CP), (who unfortunately was unable to make the meeting due to unexpected work commitments), are keen to join the committee, but currently there is only one vacancy. The Chair proposed that Charlotte assume membership of the committee and that, in accordance with clause 3f of the HLRA Constitution, Emma be appointed to act as consultant to the HLRA to attend council meetings of Snodland Town Council and communicate back. While able to attend HLRA meetings Emma would not be able to vote on any motion put to the Committee. As soon as a committee vacancy occurs Emma would take up this position.

2. Actions Outstanding From Previous Meetings

2/20 Proposals for Parking on Old Service Road.

On 22/01/21 CH sent an email to BH detailing HLRA decision. On 12/02/21 a reply was received back from BH with a revised and more limited proposal. It was agreed that this required further consideration by the committee.

2/20a Action: Further discussion & reply to BH. (asap)

HLRA

8/20 Lake Maintenance & Hand-over process

Extracts from the lease with Nemes were provided. BH is preparing a strategy for the hand-over of the lake and SF will present this when finalized.

Committee will review this alongside the extracts from the lease agreement with Nemes. The Committee need to see the lake run problem-free for at least one complete calendar year before any proposal for hand-over is made.

8/20 Action: Consultation between HLRA & BH ref hand-over of responsibility for maintaining the lake. (Ongoing)

BH/HLRA

1/21 Review of Lake Level.

Since the last meeting several communications had been sent to BH by members of the HLRA expressing concern about the rising water level.

Additionally CMG had liaised with TMBC. On 25/02/21 BH commenced a pumping system to extract water. SF believed this process would take over a

week to have an impact. BH's 'Water Specialist', in liaison with local agencies and consultants, is preparing a report detailing the causes of the increased water levels and recommendations to manage them, both in the short and long term. Their analysis will include consideration of the impact of surrounding waterways. A request was made that residents be kept informed direct by BH to prevent misinformation circulating.

1/21 Action: BH to inform residents of water specialist's findings via RMG. (15/03/21) SF/JaS

1/20 Flood Repairs to area near the 'bandstand'.

Delayed until such time when the lake levels have reduced.

1/20 Action: Update. (15/03/21) SF

8/20b Provision of Map Detailing Ownership

SF provided a map detailing ownership of perimeter fences which confirmed that the fence at the south edge running parallel to the public footpath was currently maintained by BH. This will eventually become estate managed. BH was requested to provide a map of the school area detailing ownership of land in order to clarify which land will become estate managed land.

8/20b Action: Provide map of school area. (15/03/21) SF

4/21 Loose Planks on Lake Viewing Platforms

Operative attending 15/02/21; work should take no more than 5 days.

4/21 Action: Confirm work completed. (15/03/21) SF

29/20 Reimbursement For Fencing

BH reimbursed residents £1,846.70 for fencing erected on non-estate managed land at top of 'bus lane'. CMG requested details of the budget this has been paid into in order to aid invoice inspection process.

29/20 Action: MB to confirm budget for reimbursement. (15/03/21) MB

36/20 Marking of Visitor Parking Bays Water View

BH reiterated their view that visitor bays are suitably marked and any further markings would be at resident's costs. This issue was deferred to next meeting when EH & CP can join in the discussion to provide a perspective as residents from the new phases. An email had also been received from a resident regarding this issue and their views will also be taken into consideration.

AD brought it to the meeting's attention that the visitor parking bays located behind the gate, which is maintained by estate service charge costs, at the top of Manley Boulevard are not marked in any way other than an indication on the visitor parking map. The meeting felt that these bays needed to be more high profile by means of clear signage.

36/20 Action: Further discussion ref visitor bays. (15/3/21) HLRA

36/20 Action: Ensure visitor parking bays behind gate Manley Boulevard are clearly marked as such. (15/03/21) SF/RMG

- 9/20 Paying For Communal Satellite Dish When No Connection to Phases 1 & 2
 BH located the historic documents, but these were not helpful in resolving this issue. BH has instructed RMG to carry out a sample test to establish set-up.
Action: 9/20 RMG to carry out test. (15/03/21) **JaS**
Action: 9/20 RMG provide time frame for carrying out this test. (asap) **MB**
- 32/20 Reimbursement For Estate Team Maintaining the Roundabout on the A228
 RMG estimate the reimbursement due to residents to be between £4,000 - £6,000. BH appears to be suggesting that any refund due in relation to this work will be off-set by their costs in developing additional parking (as per item 2/20 of these minutes).
32/20 Action: For further discussion. (asap) **HLRA**
- 39/20 Damage Caused by BH's Scaffolding Contractors
 Some landscaping may need to wait until later in the year when appropriate to reseed. BH reported that the hard landscaping repairs had been completed in Edwards Close, but concerns were expressed by CMG & JH that a number of the slabs were poorly laid posing a H & S risk. MB confirmed that RMG had not signed off this work yet.
39/20 Action: RMG to assess work & ask BH to make any necessary improvements. (15/3/21) **MB**
- 3/20 Proposed TRO Jeffrey's Lane/ Pedestrian Crossing
 KCC have asked for further alteration which BH is currently working on.
3/20a Action: Update ref TRO (15/03/21) **SF**
 BH has proposed to make the current temporary crossings permanent. The safety auditors have agreed to this. These will be included in the revised TRO plan and issued back to KCC this week.
3/20c Action: Update ref crossings. (15/03/21) **SF**
- 4/20 Pavement Amissse Re-surfacing Works.
 Work scheduled for completion in March 2021.
4/20 Action: Update ref Amissse re-surfacing. (15/03/21) **SF**
- 8/20d Provision of Snagging List Prior to Hand-over of Lake
 BH confirmed that the lake will be the last area to be handed over to be accepted as estate managed land.
8/20d Action: Update on proposed hand- over date. (On-going) **SF**
- 8/20c & 8/20e Hand-over Process
 RMG & BH will inform HLRA Chair of what areas will be handed over and when to enable residents to be involved in the process. **Actions closed**
- 28/20 Review of Gym Opening Covid Safely
 RMG are confident that the risk assessment they have devised is appropriate to reduce risks as far as possible, but it is reliant upon users complying with the requirements. They do not believe that anyone other than miscreant users could be held legally liable for any breaches of 'covid regulations'. They circulated their reasoning in detail to the committee, but a number of members requested more time to read this information as they had not viewed it prior to

the meeting. The additional covid related costs will be reviewed by the Committee once the opportunity to open the gym arises.

28/20a Action: Position of liability to be confirmed.

Action closed

28/20b Action: Risk assessment to be revisited.

Action closed

28/20 Action: Read info from RMG. (15/03/21)

HLRA

33/20 Agree Effective Delivery Strategy for Newsletter to SHG Residents.

RMG issues the newsletter directly to SHG as the property owner & consider that it is then SHG's decision on how it is distributed to their tenants. CMG raised a concern about SHG residents not having easy access to the HLRA minutes, but identified that current minutes are displayed outside the estate office. (They are also available on HLRA website (<https://holboroughlakes.uk/>) CMG also expressed concern that SHG residents did not know about the closure of Amisse Drive in advance. MB explained that this was a difficulty RMG encountered with rapid communications with SHG residents as they do not have email addresses for individual residents; they can only communicate with SHG direct. JH & MB agreed to discuss this issue further outside the meeting.

Action closed

35/20 Apparently Abandoned Cars

RMG reported that they are awaiting details from DVLA, & then they will send letters to the owners informing them the cars are in an abandoned state and must be moved. Under the Torts (Interference with Goods) Act 1977 the cars can be removed from private land providing owners are given 28 days' notice.

35/20 Action: Update req. (15/03/21)

MB

40/20 Poynder Drive Broken Pipe

One leak has been located and fixed and water is no longer leaking onto pathway. Another leak is being actively investigated by SHG. **Action closed**

41/20 CCTV Pollyfield Signage

JH explained that there was no requirement for SHG to place signage, and she presumed that RMG had followed correct protocol for the installation of the CCTV.

Action closed.

34/20 Clarification of the Work of the SIG-Accounts

SIG Accounts to liaise with SHG in relation to their work.

Action closed

6/21 Special Interest Groups (SIGs) To Identify Leaders, Deputies & Scope of Work.

Action completed by SIG Accounts, Estate Grounds Maintenance, Leasehold, Village Hall & Website & Social Media. Other SIGs still to complete action.

6/21 Action: SIGs to define leader/deputy/scope of work. (15/03/21)HLRA

16/20 Speed Signs

SIG Estate Maintenance in conjunction with RMG will address this once lockdown is relaxed and TRO's are agreed.

16/20Action: I/D location of speed signs (Ongoing)

HLRA

(The following open actions appeared as distinct items on the agenda & it was agreed to discuss them in accordance with that listing; 18/20a & 18/20b.)

The following actions were agreed as 'Closed'

23/20a Fire Release Systems On Main Entry Doors

Decision made by SIG Leasehold that annual testing was not viable due to the costs involved in repairing the damage caused by the test. **Action closed**

23/20b Clarification on LVC Door System

BH believes the absence of break glass in Lakeview Court is because the door is linked with the smoke system and would release the lock when the smoke system is set off. This issue will be discussed further by SIG

Leasehold with MB outside of the HLRA meeting.

Action closed.

2/21 Disruption to Sky Service & Terrestrial TV

RMG reported that the number of issues reported since the switch over completed has reduced quite significantly. There are now only 2 outstanding issues & they are not related to the works carried out. RMG believe all previous problems have now been addressed.

Action closed

3/21 Repair to Fire Damaged Apartments

BH assessed this against the design and confirmed that these were not painted within original plans for Lambe Close. SF has been advised that as the balcony structure is now constructed from steel, the supports are further apart meaning that the timber is more visible. Furthermore, the balconies could have been painted during external works, but should not have been so on initial installation. The committee acknowledged & appreciated the receipt of an email, received from a resident, who informed us that the joists had never been painted originally. No further action required.

Action closed

5/21 Gym/Village Hall Insurance Policies

RMG confirmed that unfortunately these policies do not include business interruption cover.

Action closed

3. Security/CCTV

3.1. SIG CCTV/Security Update (Action 18/20a)

SIG CCTV/Security is holding a meeting on 18/02/21 & will report back. They will be reviewing the number/location of CCTV on the estate and are keen to have a clear picture of incidents occurring. To this end residents are requested to report all incidents as follows;

1) In an emergency where life is at risk ring 999.

2) To report other incidents call 101 or report online (<https://www.kent.police.uk/>)

3) Also email the Estate Manager (estatemanager@holboroughestate.net) with the crime/incident reference number & details of incident.

4) Where appropriate also report it to the Community Trigger at Tonbridge and Malling Borough Council (<https://www.tmbc.gov.uk/services/community-and-living/community-advice/community-safety/community-trigger>) (The Community Trigger can be used if you have reported at least three incidents of ASB within the previous six months.)

7/21 Action: Place above info on HLRA website.

SH

3.2 Estate Manager's Security Monthly Update (Action 18/20b)

No Estate Manager's Security Monthly Update was circulated this month.

MB reported that he was liaising with the new PCSO Samir Patangwa in order to establish the number of reported incidents for Holborough Lakes. Members of the committee identified recent vandalism to estate fencing, bollards & playground surface & general ASB. Social media posts this month highlighted damage to cars

and estate property. SHG reported that since the introduction of the CCTV at Pollyfield there had been a reduction in complaints about cars driving over the grass verge, but stressed their desire that the cameras remain in situ for a while longer.

4. Berkeley Homes Build Update

Area 9 Construction status of the remaining (23) 2, 3, 4 & 5 bedroom homes vary from Dry lining to Finals.

Parkside (Former Compound) Excluding the Sales Area which is (6 Apts, 1 FOG, 2 (2) Storey Houses) - Construction status of the remaining (22) – 3, 4 & 5 Bedroom Homes vary from dry lining to CML. Substructure – Masonry constructed below Ground Level. Superstructure – Masonry constructed above Ground Level.

Matters Arising

HSY – Reported the street lights near the old marketing suite are not working.

8/21 Action: Street lights near old marketing suite to be checked out. SF

JH- requested the date for hand-over of car park in Amisse Drive.

9/21 Action: Date of hand-over Car park Amisse Drive to be sent to SHG. SF

AS- Raised concerns re a continued increase in installation of doors on car ports which has the potential to reduce the availability of parking spaces on the estate. SF informed the meeting that where this is identified residents are informed it is in breach of the planning permission and warned the council will be informed. Many members felt stern action needed to be taken as this unsociable behaviour was becoming common place. CMG requested clarity as to whether the costs of legal action would be charged to the Estate Service Charge. SHW asked if car ports could be lawfully adapted after X number of years.

10/21 Action: Confirm if BH would recharge the legal costs incurred by actions against individuals for breaches of covenants back to residents. SF

11/21 Action: Check out if conversion of car ports is permitted after X number of years. SF

12/21 Action: MB & Estate Manager to tour estate to identify any such breaches of covenants/planning permission in relation to car ports. MB
(SF left the meeting at this stage)

5. RMG Organisation's Updates – February 2021

1. There was a Health and Safety audit carried out by Berkeley Homes on the blocks of flats within Phases 1, 2,3,5,8,9 and 10 on 26 January.

2. The water rills and ponds were serviced 19th January.

3. Fly Tipping in the bin stores remains a problem, residents are advised that if their waste cannot fit in the bin provided then it should be disposed of by taking it to the recycling centre. Please can all residents be respectful of this and dispose of rubbish and waste in the correct manner.

4. Twenty six unclaimed bins were removed from the estate by TMBC.

5. The site team have replanted over two hundred plants throughout the estate that were originally sited at the Berkeley Homes marketing suite.

6. We have a new PCSO Samir Patangwa. He has replaced PCSO Jo-Anne Tiller who has moved on to pastures new.

7. Lakeview had remedial fire protection works undertaken during the w/c 8 February

8. Residents and their visitors are reminded that dog fouling is an offence and offenders can be fined up to £80 if they do not clean up their mess. The estate is suffering a big increase in this practice as is the country during this lockdown. Please help us to keep the estate clean and free from dog waste.
9. Due to rising water levels in the lake a pump will be installed on 15th February to pump water away into a nearby drain.

Matters Arising-

AD – Sought clarity ref LVC bike store. MB explained that this store, which is for use by LVC residents, had become over-full & LVC residents have been asked to tag their bikes with their flat number. Any untagged bikes will be removed at the end of February, but will be kept for 3 months to allow for retrieval by owners.

A number of the committee expressed concern over the estate team's performance maintaining the landscaping and felt that there was inconsistency in standards with some areas near the front of the estate receiving more attention than others. The committee felt that over the last year the standards have slipped & there is more obvious litter around the estate.

13/21 Action: MB to discuss with Estate Manager **MB**

JH asked to be informed of date that planting would be commenced in the gardens around Pollyfield /Amisse areas.

14/21 Action: Inform SHG of planting timetable (Pollyfield/Amisse). **MB**

SC reported that the bin in Poynder near the walkway by the Village Green had not been emptied for two weeks.

15/21 Action: Check out situation with bin in Poynder Drive. **MB**

SH & AD reported that the trim trail between Amisse Road & the pagoda had been damaged by the use of rock salt. BH had previously been informed of 'ponding'.

16/21 Action: RMG to liaise with BH ref trim trail improvements. **MB**

SH reported that the base of the playground at the top of Poynder had lots of holes. MB explained that the estate team was waiting for good weather to address this.

NH, SH, HSY raised concerns about loose cobble stones in Booth Close, Alisander Drive & behind 150 Poynder Drive. It was acknowledged that this problem is temporarily addressed by re-sanding, but it requires a permanent fix. This will be a very expensive undertaking. CMG emphasized that this would need careful consideration to ensure a successful outcome.

17/21 Action: RMG & SIG Estate Maintenance to assess situation. **MB/SIG EM**

6. SHG Update

As lockdown is still in place SHG are only doing priority work at the moment. AO visits the estate to walk around and assess the area but has no direct physical contact with residents.

- 1) Bin stores - Plans to change the locks to more secured locks hopefully will reduce fly tipping into SHG bins
- 2) Cyclical decorations are ongoing at Linnitt Road.
- 3) Fire prevention enhancement works are ongoing in order to be compliant with

current Fire Regulations.

7. SIG Parking Update (Sam Hollingsworth)

A meeting was held on 03/02/21 which included Cllr David Lettington (TMBC) & Cllr Wane Mallard from Snodland Town Council. Residents' parking concerns were discussed & several initiatives were considered. SIG Parking will be going back to BH & RMG for further discussions. This meeting cemented a collaborative working partnership with the councilors.

8. AOB

8.1. Salt Bins (CMG)

Recent bad weather highlighted the need for additional salt bins.

18/21 Action: Identify suitable locations, including SHG areas, for additional salt bins.

MB/ SIG EM

8.2. Concern About Lifebuoy Maintenance. (AS)

MB confirmed that Estate Manager inspects them on a weekly basis and they are replaced as required. He agreed to have them checked thoroughly.

19/21 Action: Thoroughly check condition of lifebuoys.

MB

8.3. Concerns ref dog waste. (SC)

Concern expressed ref dog owners not picking up their dog waste. CMG explained that there are seven dog waste bins on the estate and these are emptied once a fortnight at a cost of £270 a year to the Estate Service Charge. The committee asked for costings for weekly collections. Various possible solutions were discussed, but it was acknowledged that none were fully workable without the co-operation of dog owners demonstrating social responsibility in picking up their dog waste.

20/21 Action: Establish costings for weekly collection of dog waste bins.

MB

8.4 Little Travelling Bean Coffee Van (CMG)

The committee acknowledged the huge success of this venture.

8.5 SIG Accounts (CMG)

SIG Accounts has now received invoices for 2019 and commenced their inspection.

8.6 Street Lamp Damaged in Car Crash Poynder Drive

Post meeting update – KCC are aware of this damage & are attending to it, but due to covid and weather restrictions repairs are taking longer than usual to complete.

New Member

EH confirmed that she wished to become a consultant for HLRA committee & she was welcomed into the group. It is hoped that CP will be able to observe the next meeting.

12. Next meeting on Monday 15th March at 7pm via Zoom.

Meeting closed 8.45pm