



Volunteers to join us are sought; email hello@holboroughlakes.uk

Minutes of the HLRA Meeting 10th February 2025

Present: Annette Davies (AD) (Meeting Chair), Liana Berkeley-Hill (LBH), Keith Bristow (KB), June Heslop (JH), Ross Hollingshead (RH), Sam Hollingsworth (SHW), Paul Hoskins (PH), Nicola Hughes (NH), Melanie Johnson (MJ), Lyn Roberts (LR).

Apologies: Shelby Ellis (SE), Ashley Hasler (AH), Angela Ogbe (AO), James Sturgeon (JaS), Claire Wych (CW).

1. Welcome Ashley Hasler extended her apologies that due to family commitments she needs to step down from the HLRA. The committee thanked her for her contributions and extended their best wishes to her.

2. Minutes of meeting held 13th January 2024- 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. RMG have had to clear the parking areas to allow the contractors to have unfettered access for the cherry picker and associated machinery and equipment. They have notified residents by letters and emails to those who are affected by these works, they apologise for the inconvenience caused. They will continue to notify residents who may be affected as the contractors work through their programme.
- Two vehicles that were not roadworthy were reported to TMBC for enforcement action and removal from Holborough Lakes.
- 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 RMG's electrical contractors to inspect and repair various light bollards reported as faulty. They also carried out PAT testing on 16, 17 and 28 January.
- The Estate Manager facilitated various contractors, Lift engineers, Access contractors (CSI) Machinery repairs, Thompson Environmental, Roofers,
- 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.
- 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 Head Gardener, Robert Butler has left his position at Holborough Lakes and we wish him well on his future endeavours. We have started the process of advertising to find a new Head Gardener for Holborough Lakes.

Village Hall Hire- The Village Hall Income was £125 for January. **(Residents can hire hall. Cost of hire is £12.50 an hour and can be booked via the Estate Manager john.shaw@rmg.london)**

Points arising: -

The committee expressed their regret that Robert Butler had left as they felt he was an extremely valued member of staff. They wished him well for his future. The committee once again expressed concern at the high turn-over of staff and again recommended exit interviews be carried out by RMG HR dept to try to reduce this.

The high costs of retaining the Village Hall were discussed. The hall costs residents in the region of £6,500-£8,500 annually, as the income has gradually reduced to an insignificant amount. The committee questioned if this is a good use of residents' money. They asked if BH would consider a change of use of this building. RH agreed to discuss options with the BH team. It was agreed by all that any proposed change would need to be met with the approval of HL residents.

6/25 Identify possible options for Village Hall building. (BH)

RH

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5. SH Report

Grounds Maintenance

On Monday 3rd February 2025, Angela Ogbe, June Heslop and Darren Larking, a member of Southern Housing Estate Care Team, attended site to inspect Southern Housing areas. Southern staff had nothing, but praise for the RMG gardening team, and feel sure their residents must feel the same. Southern Housing have asked John to share this message with his team. Photos of some minor concerns have been identified and sent to John so the team can address the issues in their next visit.

- Poynder Drive – Removal of Ivy
- Amisse Drive – Removal of Ivy and Moss

Communal Repairs Several communal repairs were identified during the site visit, these issues have been reported and logged by Southern's maintenance team. The repairs will be monitored and actioned over the coming weeks.

17-22 Booth Close	Leaking gutters on this block (<i>NH highlighted the noise this defect made. JH agreed & explained a cherry picker was required & hoped the defect would be addressed soon.</i>)
23-31 Booth Close	Moss build-up on canopy over main entrance door.
2-12 Poynder Drive	Moss build-up on canopy over main entrance door.
157 Poynder Drive	Damaged fence panel (backs onto public path). Damage downpipe (front elevation).
24-31, 4 Edwards Close	Damage bin store panel.
2 Pollyfield Close	Damage bin store panel.

Bin Store Reinstatement – 4 Edwards Close

In early February the contractor attended site to start work on the burnt bin store. The work to reinstate the bin store is continuing and SH will update on the completion date when they have more information.

In the meantime, the 2nd weekly collection by TMBC at 4 Edwards Close (every Thursday) will continue until the bin store is reinstated.

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 Action: Address insecurity SH block. (SH)

AO

Fly Tipping

SH continued to experience fly tipping in the Southern Housing bins stores.

This month AO received a report on 05/02/2025, from a resident of Booth Close alleging that a private owner (from a house in Booth Close) is using the Southern House bins. Additionally, it is believed that a resident from Elderwood (gated properties) put an air fryer in the SH bin store.

Residents are advised that if their waste cannot fit in their provided bin(s) then it should be disposed of by taking it to the local recycling centre.

We would like to remind all residents that when someone puts rubbish in someone else's bin without their permission, it is considered "fly-tipping" which is illegal and can result in a fine from the local council. If you witness fly tipping, it should be reported to the local authority on 03000 418 181 between 9am to 5pm Monday to Friday.

Points arising:-

PH expressed concerns that the lights in/near Edwards Close were not illuminating.

Post meeting update from JH - 4 Edwards Close – There are defective outside lights between 7-12 & 13 to 17 & one on the corner outside the coach house number 1. SH Maintenance team advised.

7/25 Action: SH maintenance team to resolve defective lights Edwards Close.

JH



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6. Ongoing Actions

25/22 Road Adoption Plan

RH – The adoption of roads is being progressed by KCC. (NB. Not all roads will be adopted; KCC will take over responsibility for only the main roads of the estate.) There will be some yellow line painting taking place over the next few months; residents will be notified in advance of this work. (See attached map for details. Please note these are a requirement of KCC prior to road adoption.)

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

16/21 Cracked Bonded Paving

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

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

Action: 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 Action: Provide update on risk assessment. (RMG) MJ

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 Action: Provide update on risk assessment of wooded area LVC. (BH) MJ

25/24 Update ref ASB Fencing

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

25/24 Action: Update on crime-prevention fencing. (BH) RH

37/22 Management of Electricity Meters

RMG have located and provided photographic evidence of the existence of the elusive meters and confirmed that they are required for bollard or street lighting circuits. They have also located the meter number: D11W559584 (Feeder Pillar B Holborough sales & Mark Opposite 48 Higham Ave ME65GE) which was thought to be non-existent. There is now just one meter which has not been located; MPAN 1900090947609, MSN S12B220893 (Non Postal Feeder Pillar 2 Manley Boulevard ME6 5GB) and RMG continue to make enquiries to either trace this meter or have the account closed. There now exists a full list of electric meters and their precise locations which should enable more accurate invoicing. LR expressed her appreciation for this matter being virtually resolved but has sent an email to JaS seeking further clarification on charges for street lighting.

37/22 Action: Provide update on the progress of closing the accounts for the known non-existent meter & respond to LR's email dated 07/02/25. (RMG) JaS

85/21 Reducing the Impact of Fuel Charge Increases

Heaters Village Hall

RMG have replaced the two defective heaters.

Water Feature Timer – Members of the committee held an on-site meeting with a local electrician (Ben Reed), and it was established that currently it is not possible to install a timer as the water would overflow because the overflow pipe cannot cope with the amount of water produced when turning the fountain off. There is a possibility that there is a blockage in the overflow pipe restricting the egress of excess water.

Action: Check overflow pipe for blockages. (RMG) MJ

Replacement of LED bulbs in bollard lights

MJ has been in contact with Ben Reed for a revised quote.

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

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

No update from RMG accounts on this subject. NH requested that JaS attend the March meeting to talk to this action.

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



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2/25 Leasehold Insurance Certificates

Certificates should now be on display in blocks and correspondence will be sent out shortly. NH asked for this info to be available on RMG portal. NH raised concern that her online RMG portal account did not include a dedicated button for 'Insurance' which she knew other leasehold residents have on their accounts. She requested that enquiries be made with RMG IT department to ensure all leaseholder portal accounts have this button available.

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

RH/MJ

Action: RMG IT dept check 'Insurance' button on leasehold portal accounts.

MJ

15/24 Water Pump LVC Duty Point will be attending.

Action Closed (for now!)

7. Social media

Committee Responsibilities

LR is assisting with the email account & the hosting of meetings. SWH again sought volunteers to assist with the website with content, writing small articles or if they have any news to post. MJ agreed to send RMG correspondence to SWH for inclusion on the HLRA website.

4/25 Action: Members to help manage the HLRA social media responsibilities.

HLRA

Action: Send RMG correspondence for upload to HLRA website. (RMG)

MJ

(If you would like to be notified to your email inbox when Minutes & other HLRA news items are published you can subscribe to our mailing list. Go to our website enter your email and click on 'subscribe'.)

www.holboroughlakes.uk

8. AOB

8.1 Gym equipment lease. (SHW)

The committee agreed that leasing new equipment was the preferred choice. It was agreed that RMG would get a specification from Motivate identifying costs and equipment to enable a poll of residents. PH identified some current equipment is broken. PH also expressed concern regarding under-age children frequently using the gym against the rules due to the H&S risks this presents.

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

MJ

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

MJ

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

MJ

8.2 RMG failure to carry out prompt repairs. (NH)

Repairs to leasehold properties appear to be taking an excessive amount of time. NH referenced repairs to guttering on Booth Close leasehold properties which have been outstanding for several months. MJ advised that the most effective way to report defects is to report them to the Customer Services desk 0345 002 4444 customerservice@rmguk.com or through the online RMG London Portal at www.rmgliving.london/login

5/25 Action: Carry out repairs to Booth Close guttering.

MJ

Meeting Closed: 8.40pm Next Meeting: 10th March 2025 7pm.

Notes:-

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3. Do not scale.

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Health and Safety Note:
The drawings have been prepared on the assumption that a competent contractor will be carrying out the works. If the contractor considers that there is insufficient Health and Safety information on this drawing, the should immediately be brought to the attention of the designer.

Double Yellow Lining from its roundabout junction with Manley Boulevard to its junction with Polyfield Close approved under separate TRQ. The proposed yellow lining is subject to the TRQ. For dual carriageway yellow lining outside that of the sealed order is subject to this 2020 TRQ.

SCHOOL KEEP CLEAR to be provided across the vehicular and pedestrian entrance to the school. Double yellow lining to cover the remaining extents of Polyfield Close.
(Maximum prescribed length shown)

DE NOTES YELLOW LINING TO BE LAD
DE NOTES YELLOW LINING TO BE BURNT OFF.

Existing Double Yellow Lining along the entirety of Higham Avenue approved under separate TRQ. Lining came into operation on 05/07/2016. Refer to sealed order for details.

[Dia 615]
[Dia 811]

Site Location Plan
Not To Scale



KEY:
TRQ Application Boundary
Proposed Double Yellow Lining
List of Roads Subject to TRQ:

- Adams Lane
- Amisse Drive
- Annes Gardens
- Chapman Close
- Jefferys Lane
- Macowan Avenue
- Martin Lane
- Walters Close
- Williams Place

S13.4 Prohibition of Waiting and Loading - Chapter 3 Traffic Signs Manual 2019

- Yellow lining to measure 75mm wide with the gap between double lines the same as the width of the lines.
- Lines to be painted -250mm parallel with the edge of carriageway/build out feature.



Figure 13-4 Diagram 1018.1 (S7-4-1) Waiting of vehicles prohibited at all times or stopping of vehicles in a lay-by prohibited except in an emergency

- SCHOOL KEEP CLEAR - The Traffic Signs Regulations and General Directions 2016
- Lining to be provided in accordance with Diagram 1025.1 of the TSRGD 2016



Give way to oncoming vehicles [Dia 615]
Priority over oncoming vehicles [Dia 811]

All traffic signs to be in accordance with the Traffic Signs Regulations and General Directions (2016) and the Traffic Signs and Manual.

Rev	Date	Amendment	By	Chk	Status
G	11.01.23	Yellow lining amended.	JN	MH	
F	09.02.21	Lining reduced along Amisse Drive following KCC request.	JR	SW	
E	21.09.20	Further reduction in lining on Martin Lane and note to show extents covered by separate TRQ outside of this drawing	JR	SW	
D	26.08.20	Reduction in lining following outcome of formal TRQ consultation	JR	SW	
C	06.03.20	Amended extents of lining on Annes Gardens and in vicinity of school following informal consultation	JR	SW	
B	24.02.20	School entrance added to drawing	JR	SW	
A	17.02.20	Updated lining upon latest site layout	JR	SW	
Rev	Date	Amendment	By	Chk	Status
For Approval					



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Client: Berkeley Homes
Job: Holborough Lakes

Title: Phases 8, 9 & 10
Waiting Restrictions
Traffic Regulation Order

Scale: As Shown @ A1 Date: January 2020

Drawn by: JR Checked by: SW Approved by: SW
[Berkeley logo] [HAS logo] [Constructionline logo]

Drawing No. C82835-D-735
Rev. G