



Email: hello@holboroughlakes.uk

Website: <https://holboroughlakes.uk/>

Minutes of the HLRA meeting on the 20th September 2022

Present: Sarah Hands (chair), James Sturgeon (JaS), Adrian Soper (AS), Nicola Hughes (NH), Claire Wych (CW), Melanie Johnson (MJ), Matthew Shaw (MS), Jordan Howard (JoH)

Apologies: Sam Hollingsworth (SW), Alan Brooks (AB), Angela Ogbe (AO), Sarah Fisher (SF), Jon Kanareck (JK), Annette Davies (AD), Keith Bristow (KF), June Heslop (JH)

Prospective committee member Andrea Contino observed the meeting.

RMG Report

1. The rills and water features were serviced on 26 August.
2. The water tanks at 2 Walters Close pumps were serviced and checked for Legionella on 01 September.
3. Our alarm contractors for the gymnasium have inspected and serviced the alarms on 16 September.
4. Our NEC electrical contractors inspected and serviced Burtonshaw and Wallis Court on 06 September.
5. The lifts at Lakeview Court and two Walters Close on 20 September.
6. Residents are politely reminded to clean up their dog waste whilst exercising their pets.
7. 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.
8. The weed and feed contractors have treated all soft areas on 21 September.
9. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
10. Residents are kindly reminded that visitor parking bays must only be used for 24hours and no return within 48hours.
11. Inconsiderate and dangerous parking should be reported to the Police on 101 or file a report online to Kent Police. The PCSO for Holborough Lakes can also be contacted via email Samir.Patangwa@kent.police.uk. The estate manager can also assist with non-urgent matters on parking and can instruct UKPC to serve parking charge notices on un-adopted roads.
12. The site team trialled for one week a selection of electrical/battery operated garden machinery including a lawnmower and various hand held hedge cutters.
13. The entry phone system was replaced on Monday 08 August in Alisander 13-23.
14. We are actively recruiting for a gardener to bring the site team to full strength.

Action List

51/21 CCTV quotes/locations

A new camera has been installed by D2 on behalf of Nemes Diving Academy. The camera covers the pontoon area.

JH performed a site walkaround and reviewed the current system in place. JH provided his recommendations and a detailed quote for the provision of a new CCTV system to JaS. Further quotes are being obtained from CSI and Prime One for comparison.

51/21 Action: JaS and JH to discuss recommendations

JaS/MJ to source comparable quotes from CSI and Prime One

JaS to check if KCC will need to be notified of cameras to be installed on adopted roads

JaS to check notice period for current CCTV provider

10/22 ASB

The committee note a decline in ASB over the last month or so. A quote has been sourced from Fry Group for the implementation of one of the recommended 'design out' crime measures – to fell trees to the rear of Lake View Court to create a natural barricade to entry to the lake perimeter. The use of injunctions was tabled, however BH (the landowner) are concerned of the wider reputational risk it poses to them. HLRA are keen to pursue every avenue possible and intend to further research the use of injunctions and the documents required to continue this discussion. A further meeting of the ASB cross-party taskforce is to be held in October. HLRA would like all measures to be in place by Spring 2023. BH have offered a financial contribution towards the measures/

**10/22 Action: HLRA to decide how to allocate BH's financial contribution
HLRA to research the use of injunctions**

07/22 2019 & 2020 accounts

JaS met with NH, Christine and Lynne to review outstanding enquiries for the 2019 and 2020 accounts. JaS has agreed several credits which will come back from BH and some other small write-offs. Most enquiries for 2019 and 2020 have now been resolved although queries regarding the electric and water remain outstanding. NH is hopeful that this item can be closed next month.

07/22 Action: JaS and NH to finalise

1/20 Flood Repairs to Area Near The 'Bandstand'

The works have been completed.

3/20a & 3/20c Jeffrey's Lane pedestrian crossing

The council requested that BH complete an informal consultation to ascertain residents' views, which was in favour of the TRO. The results have been submitted to the council and BH await next steps.

8/20 & 1/21 Lake Maintenance & Hand-over Process

Groundworks have been undertaken; however, a railing is required to aide access for inspection and maintenance. The current ETA for its manufacture is 2-3 weeks.

The HLRA continue to note that handover of the lake will not be accepted until the lake monitoring system has been properly tested during a winter of high rain. Until such a time, it cannot be certain that the system works effectively to mitigate flooding.

8/20 Action: SF to update

16/21 Trim Trail Defects

This remains in procurement with BH's team as part of a package of works.

16/21 Action: SF to update

17/21 Cobbles Booth/Alisander/Poynder

JaS continues to wait for confirmation from SF that he can share the technical report with HLRA. SF is to ask BH technical director Dean Williams for permission. HLRA discussed the state of cobbles on some unadopted roads, outline the H&S risk they pose and requested RMG make temporary fixes while they reach an agreement with BH over responsibility for long-term maintenance.

17/21 Action: SF to gain consent to share report

RMG to provide temporary fixes for loose cobbles on unadopted roads

35/21 Fiber Broadband Installation

SF confirmed that Hyperoptic were not directed to install cabling on freehold properties – any instances are a mistake. SF will raise the issue with Hyperoptic directly and requests any residents with the same issue to get in touch: sarah.fisher@berkeleygroup.co.uk

Action 35/21: HLRA members to provide details of Hyperoptic working without permission to SF. SF to raise with Hyperoptic

57/21 Estate maintenance & 67/21 Gardening schedule

MJ and JS (John Shaw) are finalising the gardening plan which is expected to be shared with HLRA for review shortly.

JS facilitated a walk around with a gardening contractor to give a rough idea on cost for maintaining the estate if HLRA were to outsource – the quote came to £250k. SH also facilitated a walk around with a gardening contractor who commented that some of the planting schemes were not appropriate

(e.g., thorn bushes near play areas etc) and suggested that a contractor with qualified gardeners may benefit the site. HLRA discussed that existing gardening staff would be TUPE'd over as part of choosing a new contractor. HLRA would expect that these staff would be provided with training opportunities. It was also discussed that outsourcing the maintenance would make accounting simpler as there would be fewer assets to inspect.

57/21 Action: NH and SH will review to garden plan, quotes and advice and outline next steps to issuing a tender

72/21 Defibrillator

The defibrillator has been installed and RMG have already been notified that members of the community have accessed it. HLRA would like to give a special thanks to Paul Taylor for its installation.

72/21 Action: AS to design flyer to advertise defibrillator training available

75/21 Mark visitor bays behind Manley Boulevard gate

Residents requested that RMG check that the plaques were being installed correctly on managed land. RMG's legal team reviewed the matter and have confirmed that to be the case.

75/21 action: Plaque installation to go ahead as planned

80/21 Cleaning of gym

Alternative quotes have been sourced from Northfleet and Jaguar cleaning services.

80/21 action: MJ to compare cleaning quotes and share recommendation with HLRA

MJ to ensure TUPE does not apply

85/21 Marking of Parking Bays in Phase 3

Lines were marked as far as possible however physical bay numbers did not match the plan. RMG have created a new plan for painting and will invite the contractor back once residents have been informed. The faulty bollard has also been fixed.

88/21 Parking outside of the village hall

The council will revisit this once the current TRO is complete.

01/22 Leak on Poynder Drive

HLRA are concerned that the ongoing leak will begin to undermine the structure of the building if it continues. As winter approaches it will also increasingly pose a H&S issue.

01/22 Action: JaS to contact JO urgently

JaS to ask JS to review options to divert the water

08/22 Storm damage and 13/22 Lambe Close

The insurers have accepted RMG's claim. Repairs to the slipped tiles on Lambe Close block will now go ahead. Once complete the turf will also be replaced.

12/22 Potholes

A surveyor attended the site to review the potholes by M&S and outside of the estate office. Neither are considered severe enough to repair. HLRA kindly requests residents to continue to report potholes for repair via <https://www.kent.gov.uk/roads-and-travel/report-a-problem>

15/22 Rill cleaning

The rills are once again running green. HLRA discussed that the issue was not as acute when the water feature was operational.

15/22 Action: JaS to ask the water contractor what more can be done

20/22 Matthews Close

RMG attended on site to review the missing road signage and will make a recommendation to BH on improvements that will ensure no further near misses.

20/22 Action: MJ to share photo of location and ask SF to paint road markings on junction

23/22 High pitch noise Ashfield Close

No further complaints have been received. HLRA would like to continue to monitor and request residents to report any instances.

24/22 South East Water – rotten hoarding

RMG discussed internally and confirmed that JS has approach SEW several times regarding the hoarding and has been fobbed off.

AOB

JaS discussed the eventuality of RMG being replaced as the managing agent highlighting that only himself and MJ would be 'dismissed'. JS and the gardening team would remain in place. Given the several issues that need to be resolved with BH (cobbles, lake levels, water feature) JaS would hope that RMG would be granted a year to show HLRA and residents how well the site can be run when they have full responsibility.

Meeting closed at 21.00.

Next Meeting: Monday 19th September 2022