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### **Minutes of the HLRA meeting on the 13<sup>th</sup> February 2023**

**Present:** Sarah Hands (chair), Nicola Hughes (NH), Annette Davies (AD), Keith Bristow (KF), Adrian Soper (AS) Sam Hollingsworth (SW), James Sturgeon (JaS), Jon Kanareck (JK), Claire Wych (CW)

**Apologies:** Sarah Fisher (SF), Andrea Contino (AC), Jordan Howard (JoH), Alan Brooks (AB), Matthew Shaw (MS), Angela Ogbe (AO), June Heslop (JH)

#### **RMG Report**

1. Robert Butler the new gardener has joined the site team and is enjoying his time working with his new colleagues and meeting the residents.
2. 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. TMBC have sub contracted a company to enforce their fly tipping laws with fines.
3. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
4. We kindly request that visitor parking bays are only used for 24 hours and no return within 48hours. Please note that visitor bays are for all residents and visitors, residents who live closest to them do not have a priority for their usage.
5. The rills and water features were serviced by our contractors on 08 February 2023.
6. The stainless steel water feature at the front of house is being recommissioned and works began on Monday 30 January. A further meeting is being held on Monday 13<sup>th</sup> February between all parties and we should be able to update from there when the feature will be working again.
7. KCC will begin remedial works on roads and paths and the areas are cordoned off with traffic cones. It is anticipated that there will be inconvenience for pedestrians and road users.
8. There is an increase of residents who smoke are disposing of their cigarette ends into communal areas from their properties. This is illegal and we ask these residents to stop this behaviour and to others we would encourage residents who witness this behaviour report the incident to Tonbridge and Malling Borough Council.

#### **SHG Report**

None received.



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## **Action List**

### **16/21 Trim Trail Defects**

Works will be undertaken once the weather is warmer and drier.

**16/21 Action: SF to update**

### **17/21 Cobbles Booth/Alisander/Poynder**

Works will be undertaken once the weather is warmer and drier.

**17/21 Action: SF to update**

### **35/21 Update on Fibre Installation**

No further communications have been made by Hyperoptic and it appears that work onsite has stopped. Committee members have enquired for an update, but none has been received.

**35/21 Action: AS to ask for an update**

### **48/21 Tarmac Land – Overgrowing plants**

MJ emailed Tarmac with dates for a site meeting. Awaiting response.

**35/21 Action: JS to follow up by letter**

### **51/21 CCTV Quotes**

Queries have been raised and answered. HLRA committee agreed that decisive action needs to be taken ahead of the warmer weather arriving. JaS is to circulate a summary of the two quotes so that the committee can take a vote. Order to be placed by mid-March. JK raised that for future tenders, an evaluation process should be put together before requesting quotes.

**51/21 Action: JaS to circulate summary by end of February.**

### **57/21 Estate maintenance**

BestBuds are to provide a specification. HLRA will then review this specification in line with Nurture and RMG's specification to amalgamate and provide a final version for tender. The tender will then be circulated to a selection of gardening firms to submit quotes. JK raised whether the tender will be performance or frequency based and flagged that TUPE'd workers may not stay at this site in the long-term. Tender document to be in place and agreed by March 2023.

**57/21 Action: SH to organise walk round with Best Buds**

**57/21 Action: JaS to prepare final version of the tender**

### **85/21 Marking of Parking Bays in Phase 3**

The wet weather has prevented Roadgrip from returning to paint the markings for the bays, this will be scheduled for mid Feb in the hopes that the weather will improve.

**85/21 Action: MJ to confirm this has been completed**

### **85/21 Reducing the impact of fuel charge increases on Service Charges**

100 light fittings have been identified as being suitable for replacement for cost efficient LED bulbs with the potential to save 65% of electricity costs. It was noted that the light in the communal areas of Poynder blue flats near the pond aren't on sensor.

**85/21 Action: RMG to instruct electrician to replace bulbs and check sensor.**

### **88/21 Parking outside of village hall**

RMG aided Snodland Town Council and Berkeley's regarding their recent survey on the potential removal on double yellow lines. Residents are advised to reply to the survey which should have been received either via letter or email.

### **04/22 Dropped Kerb access point on Village Green**

MJ has filed a request with KCC, although JaS suggests that this may not go ahead until it is adopted.

**04/22 Action: MJ to chase KCC for a response**

### **05/22 Repairs to Water Feature at front of the community entrance**

Works to lay new pipe have been completed. A meeting is to be held with the water feature company



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to finish works.

**05/22 Action: RMG to notify when the repairs are complete**

#### **10/22 ASB**

A further site visit was performed to walk the perimeter taking in the path to the rear of the lake and the fence. Discussed other measures such as landscape works to make the bank steeper, installing a new fence behind the car park by Lake View with an access door for Nemes. Paula recommended a metal fence around the pontoon and plant up of prickly varieties. An informal consultation with residents suggests the metal fence would be accepted. AD suggests that Nemes should be in attendance in future to provide their POV.

**10/22 Action: SH to provide images to JaS of the types of fences that would be appropriate for fencing in the pontoon.**

#### **13/22 Lambe Close re-turfing**

The re-turfing is to be reorganised once the weather has improved.

#### **15/22 Rill cleaning**

Fountaineers met with John on site and a quote for maintenance has been submitted.

**15/22 Action: JaS to review quote from Fountaineers**

#### **16/22 Dog droppings on the village green**

No further progress on this item has been made since last meeting. Given the timeframe elapsed between the initial application for the new dog bin and now, MJ will need to write to the residents affected to remind them the bin is to be installed and seek any objections.

**16/22 Action: MJ to write to residents**

**16/22 Action: MJ to chase TMBC for update on new bin and flag that bins are not being emptied frequently enough**

#### **18/22 Constitution**

SH updated the constitution. HLRA agreed to adopt.

**18/11 Action: SH to issue as a standing document**

#### **24/22 South East Water – rotten hoarding**

SEW have still failed to respond to the matter.

**24/22 Action: JaS to chase SEW by phone and discuss any possible next steps with RMG's legal dept.**

#### **26/22 Defective lamp posts – Manley Boulevard**

HLRA believe the lamp posts have now been repaired.

**26/22 Action: SH to check with SF and then action to be closed**

#### **28/22 Access to RMG Living for SHG residents**

RMG are awaiting data from SHG to sign residents up.

#### **30/22 Poynder Drive parked car obstruction**

JaS and MJ reviewed against site map and identified that the land is KCC adopted. Unfortunately, the only recourse for RMG is to install a mirror on the lamp post opposite to give residents more visibility. Residents are advised to complain to KCC should they see cars obstructing junctions.

#### **32/22 Faulty Bollard on Elderwood**

JaS believes this has been replaced.

**32/22 Action: SH to check and then action to be closed**

#### **33/22 Faulty gate – Primrose Close**

No further action has been taken on this at the moment. HLRA advise they'd like RMG to approach the insurer so that residents can be permitted to open them in an emergency. SH says other gates on the estate can be opened by residents and a key was provided.

**33/22 Action: JaS to take a way for further consideration**



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### **35/22 2021 Accounts**

A notice has been served for inspection.

### **37/22 Water and electricity meters**

JaS confirmed that RMG are submitting quarterly meter readings.

**37/22 Action: JaS/MJ to organise a walk around to locate the meters, draw up a plan**

### **38/22 Village hall floor**

The carpet will now be shampooed every six months as part of the new cleaning arrangement with Northfleet.

**38/22 Action: JaS to check whether a new Hoover has been purchased**

### **39/22 Dogs at Lake View Court**

HLRA discussed recent issues with nuisance dogs and inconsiderate owners. Residents are reminded that permission is required from RMG for any dogs being kept within blocks. Residents are advised to make a complaint to the dog warden and/or environmental health team as appropriate.

**39/22 Action: MJ to send letter to tenants and landlords regarding nuisance behaviour**

**39/22 Action: MJ to place notice on noticeboard to remind residents that dogs in apartments require consent**

### **01/23 Replanting of Buxus**

A purchase order has been raised and RMG are awaiting a start date for replanting of the Buxus at Poynder Drive blue flats and also Lakeview Court

### **03/23 Housing development plans**

Residents are reminded to submit their views on the local plan should they wish to.

<https://www.tmbc.gov.uk/downloads/file/2229/local-plan-regulation-18-consultation>

<https://www.tmbc.gov.uk/downloads/file/2592/site-59864>

<https://www.tmbc.gov.uk/downloads/file/2588/site-59858>

<https://www.tmbc.gov.uk/downloads/file/2591/site-59866>

### **04/23 Dangerous parking**

Residents are advised to report any instances of dangerous parking to KCC.

**04/23 Action: RMG to send a letter to all residents reminding them of parking rules**

### **05/23 AGM date**

HLRA expressed a wish to have the accounts ready in time for the AGM in June. RMG could not formally agree to this deadline but is working towards that date.

### **08/23 Takeaway services on the Green**

HLRA discussed the frequency of takeaway vans visiting the site. Although the traders are very welcome on site, committee members raised concerns over parking where Manley meets Poynder. A pitch donation was also discussed to contribute to estate social activities. HLRA agreed that a £25 donation per visit would be appropriate, and this should be added to the existing requirements (insurance, food hygiene etc).

### **09/23 Buyer's packs for property sales**

Residents are losing sales and finding the sales process frustrating because RMG are failing to meet their own SLAs to send packs and respond to queries – often taking several weeks. Some residents have lost out on sales as a result, losing thousands of pounds in the process. One issue raised was that many of the NHBC certificates have incorrect postcodes. JaS confirmed that their solicitors enquiries department is running on a backlog, some of the sales processes have become more complex recently with introduction of new legal requirements. The committee asked for the issue to be raised at board level.

Residents are advised to call RMG and request to speak to the SED team leader to escalate if a response has not been received. JaS advises he will also intervene for any residents whose sale is in jeopardy – his email address is [james.sturgeon@rmg.london](mailto:james.sturgeon@rmg.london)

**09/23 Action: JaS to share feedback with the back office director – Mark Abram in a meeting on**



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**Wednesday.**

**10/23 Estate composting and clippings disposal**

The HLRA discussed the poor management of the estate's composting area that runs behind Poynder Drive. The area has become unsightly. JaS confirmed he was aware of the issue and had already discussed it with the estates team to resolve. The committee is also discussed the possibility of using some of the land to the front of the estate which is currently being landscape as a community composting facility.

**10/23 Action: SH to present the idea to SF**

**11/23 Holborough Hedgehogs community events**

HH have kindly volunteered to run the Easter Trail this year – please keep an eye out for further information on Facebook. They will also be organising the Big Litter Pick over the Coronation weekend.

Meeting closed at 20.51

Next Meeting: Monday 13<sup>th</sup> March 2022