



Email: hello@holboroughlakes.uk

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Minutes of the HLRA meeting on the 17th January 2022 (Via Zoom)

Present: Annette Davies (AD) (Chair), Sarah Hands (SH), Jon Kanareck (JK), Christina Moir (CM), Heli Sarin-Yates (HSY), Adrian Soper (AS), Claire Wych (CW), Alan Brooks (AB), Sarah Fisher (SF), James Sturgeon (JaS), Melanie Johnson (MJ), June Heslop (JH), Angela Ogbe (AO)

Apologies: Sam Hollingsworth (SHW), Nicola Hughes (NH),

1. Welcome

The Chair welcomed Melanie Johnson as a new member working for RMG with James. Claire Wych and Alan Brooks were welcomed as new members to the association. Potential new member James Plumb could not attend.

Minutes from the last meeting were agreed.

2. Actions Outstanding From Previous Meetings

1/20 Flood Repairs To Area Near The 'Bandstand'.

Work to be completed by end of February.

SF

2/20 Proposals for Parking Bays on Old Service Road.

BH suggested that it will cost around £43 000 to build the parking area by the service entrance. They would be prepared to pay £20 000 toward this. HLRA members voted and felt it was unreasonable for residents to pay £23 000 via service charges.

SF informed that the area will now be landscaped as initially designed

ACTION CLOSED

3/20 Proposed TRO Jeffrey's Lane & Pedestrian Crossing

BH are awaiting response from KCC on this before they can progress.

3/20 Action: Update ref TRO/pedestrian crossing/20mph signs (17/01/22)

SF

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

Slush gates to be installed end of March. This will be monitored and looked after by the maintenance team. There will be a warning light in John's office.

Report has been obtained. Lake levels monitored and system seems to be successful.

Water expert will be monitoring the system and water levels after BH depart from the site. And to ensure the maintenance team will be able to act if needed.

SF

16/20 Flashing Speed Signs

Speed signs cannot be installed until after the TRO is in place.

16/20 Action: Awaiting implementation of TRO. (ongoing)

HLRA

16/21 Flooding On Trim Trail

Building works ongoing until 2022.

16/21 Action: Address the flooding on trim trails. (Ongoing)

SF

17/21 Cobbles Booth/Alisander/Poynder

Surveyor attended site & RMG have received the report. To be distributed.

17/21a Action: RMG liaise with TMBC re cobbled areas adopted roads. (asap)

JaS

17/21b Action: Map of defective cobbled areas to be updated. (asap)

JaS

17/21d Action: Identify contractors who laid/repaired cobbles (asap)

SF

17/21e Action: report received internal review needs to take place before sharing

JaS

ACTION: Responsibility of the road as per responsibility “map” which parts of the roads are adopted by TMBC and which by RMG (managed land)
Poynder cobbles are H&S risk. This is an adopted part of the development and responsibility is with TMBC. JaS to chase this with the council. JH raised the risk of tripping.

23/21 Details of Communal Satellite Dishes.

SF reported that BH technical team have exhausted all options to locate this information for older phases and it appears that it is not available.

The committee expressed their wish to have a reassurance that the contractor has appropriate knowledge of the system to maintain dishes. Issue raised is that only Lakeview court is paying for the electricity of the dish however the dish serves as a backup for most phases (exclude phase one and two)

JaS reminded the committee that there has been a request for a sub meter for the electricity meter at Lakeview court which would then allow us to determine exactly how much electricity the communal dish uses per annum to be charged to the aerial service charge schedule. A request was put to Berkeley Homes last year and remains an outstanding point as to whether they agree to pay for it or not. The price would be circa £140.

23/21 Action: Waiting for a quote and confirmation from BH

JaS

35/21 Fiber Broadband Installation

Hyper optic can give a timeframe when wayleave is obtained. Waiting for the work to start asap after this. Hopefully some weeks not months. This will be available to all home owners. SHG will need their own wayleave agreement. SHG will discuss this with their own team.

SF

48/21 Overgrowing Plants From Tarmac Land Alisander Close/Booth Close

The Estate Manager held a meeting with Tarmac contractor and identified areas in need of attention in September. RMG are still waiting to hear back from Savills/Tarmac.

48/21 Action: Contact Savills for an update. (17/01/22)

JaS

51/21 CCTV quotes

3rd quote obtained by RMG and needs to be reviewed by HLRA to consider.

SIG to compare the quotes and present to HLRA.

51/21 Action: JaS CCTV quotes to AS

AS

55/21 'Holborough Lakes Welcomes Safe Drivers' Sign.

SF informed that BH have sold out all flats now and have no issues from the marketing point of view. SH to send the designs to all residents for selection.

Action: HLRA

SF /SH

57/21 Estate Maintenance

There was no RMG update on locating plans for Phase 1 & 2. Estate Manager to draw up the plan.

57/21 Action: Draw up a comprehensive maintenance plan detailing work required on all areas of managed land. (17/01/22)

JaS

Estate Management Team size is currently 3+1 when it should be 4+1 gardeners.

67/21 Gardening and Landscaping in SHG Areas Schedule

JH had previously circulated her sample gardening schedule to the committee.

The Estate Manager has sent a gardening specification to JH. *(Post meeting update JH has circulated the specification received from RMG to the committee for information.)*

67/21 Action: RMG to agree a gardening schedule with SHG. (17/01/22)

JaS/JH

71/21 Poynder Pond.

JaS confirmed that as there are some fish in the pond there is a duty of care and the fish are not going to be removed. Residents are asked kindly NOT to put any more fish in the pond to prevent the events that took place last year.

The cause of the issue in the pond was a storm and overpopulation of fish.

JaS

72/21 Defibrillator.

Device has been ordered and waiting for delivery and installation. HL resident Paul Taylor has kindly offered to install the defibrillator without charge. HLRA would like to thank him on behalf of all the residents for this kind gesture.

72/21 Action: waiting for the delivery and installation

MJ

75/21 Marking of Visitor Parking Bays Behind 60-70 Manley Boulevard Gate

MJ informed that residents of the area have been told the bays will be marked clearly. Marking will be on the ground. Originally the bays had white "V" painted on them as elsewhere. These were removed by the residents. HLRA members feel this would be the best way to mark them. These visitor bays are for everybody to use. The gate maintenance is paid by everyone (service charge). Other gated areas paid the gate maintenance separately.

SH reported that one resident has opposed to bays being marked as the bays are too small and do not fit as many cars as the marked bays suggest. MJ and JS to check the measurements and act accordingly.

75/21 Action: Mark visitor bays behind Manley Boulevard gate. (17/01/22)

JaS

76/21 Costs of Painting of Estate Frontage

SF confirmed this is paid via RMG service charges. The hut is used to keep service manuals etc and is not BH's responsibility.

Action closed

80/21 Cleaning of the Gym

Several reports of the GYM being dirty. Bins are often overflowing. Several residents have noticed that the cleaning is not consistent. The date/signing sheet has been filled retrospectively at least on one occasion. MJ to speak to the cleaning company.

80/21 Action: to obtain alternative quote from another provider.

MJ/JaS

AS noted an H&S issue -the weight machines have big signs "to be bolted to the floor". Machines are not bolted. MJ to contact Educated Body to ask the question if machine is safe to be used as it is.

3. RMG Organisation Updates – November- 2021

1. New property manager details were displayed in all blocks on 01 December.
2. The rills and water features were serviced on 01 December.
3. Electrician attended to install the Christmas Lights 02 December.
4. Mel Johnson and James Sturgeon attended a meeting with the HLRA on 02 December.
5. The Air Conditioning contractors inspected and serviced the gym system on 03 December.
6. Contractor attended to the leak in flat 2 Waters Close on 03 December.
7. Village hall parking – visitors/users were reminded not to park on Amisse Drive instead to use visitor bays on 03 December.
8. The door entry contractor inspected an issue with the intercom system in Lake View Court 08 December.
9. Mel Johnson attended to complete a site inspection 09 December.

10. The door entry contractor returned to repair the issue with the intercom system in Lake View Court 10 December.
11. Locksmith attended to replace the bin store lock in Alisander close 14 December.
12. The contractor attended to complete the cleaning of the rills on 14 December.
13. Bollard lights vandalised in Edward Close car park – reported to SHG 15 December.
14. Mel Johnson attended to complete a site inspection 16 December
15. Legionella inspection completed on 20 December.
16. Locksmith attended to the bin store in Lambe Close on 21 December.
17. Mel Johnson attended to complete a site inspection 23 December.
18. Video evidence of youths vandalising bollards in Jeffery's lane, no damage done – reported to the PCSO 24 December.
19. Aerial contractor attended to a fault at 21 Linnett Road 29 December.
20. Mel Johnson attended to complete a site inspection 30 December.

MJ was asked if she could let the HLRA know when she will be doing site visits and a resident member could join her and John Shaw. JH asked if SHG could be notified as well for AO or JH to join the walk. MJ will aim to be at Holborough Lakes on Thursdays.

MJ and JS to review the bollards on grass verges on Alisander close, Booth and Lamb close to prevent dangerous parking. RMG can only act on managed land not council land.

Amisse drive in front of the Village Hall, RMG is working with TMBC to get yellow lines added to the TRO as parking in the corner is dangerous.

Rills cleaned but work not done properly. Asked if John could supervise that the cleaning is done adequately in the future. MJ to raise the issue of water not running smoothly with the contractor.

JaS was asked to see the maintenance and gardening plan. This has been asked previously but not received.

4. SHG Report

External Lights on Pollyfield and Edwards Close car park

On Pollyfield Lights keep tripping since November 2021, car park is very dark when lights are not working. This has been repaired however issue persisting. Looking for a permanent solution.

On Edwards close there was vandalism, it was made safe at the time late last year. This is now being repaired. SHG do not know who broke the lights.

JH raised an issue regarding when contractors were on site, Electricity was being fed by the Edwards close bloc to Amisse Drive. AO contacted SF late last year regarding this but issue not resolved. Meter reading will be obtained when sign removed.

LEAK FROM 157 POYNDER

Leak is still active, there is a worry that if temperature falls below freezing this will be very dangerous. AO informed that there has been an issue with access to the property where the leak is coming from. SHG has managed to get in contact with the resident and hope they be able to fix the issue by next week.

SH confirmed that the maintenance team is checking the barriers and spreading salt on daily bases. SHG has investigated why the leak issue is reoccurring. Sometimes the resident is not aware the fault

is in their flat and SHG has been going through elimination process flat by flat to find where the issue lies.

CM pointed out that during the storm some weather boarding came off from a white building end of Poynder Drive. SHG maintenance team to look into this. CM will send photos to JH and AO

ACTION: JH/ AO

JH and AO do site visits and walk around periodically. When RMG does site inspections and notice SHG issues the team was asked to report these to JH and AO

5. Communication From Residents

5.1 Breaches of Covenants

A resident asked if BH or TMBC are going to act in relation to breaches of covenants including doors on car ports and over-sized garden buildings?

SF confirmed BH is not taking action however will notify TMBC who has been known to enforce these (in the near by community Kings Hill). There is no certainty of this and any amendments are done on individual's own risk.

5.2 No Ball game sign requested on the old trim trail grass area

The committee voted against this and the general consensus was it was not really necessary.

5.3 Lack of Maintenance Lamb Close

Grassed area in Lamb Close where scaffolding was, is being neglected by estate team and weeds are growing uncontrollably.

Not discussed – held-over to next meeting.

5.4. Defective Lighting Manley Boulevard.

BH are holding ongoing discussions with KCC about the Manley streetlights. CMG has been in discussion with the Estate Manager & there are complexities around resolving this issue which she will share with the committee via email to update them fully.

87/21 Action: Share emails ref lighting Manley. (asap)

HLRA

5.5. Dog droppings found regularly on the village green

More signage of the fine was requested.

5.7 Marking of Parking Bays in Phase 3.

MJ and JS to look into this and ensure signage becomes clear.

Issue to be raised with JS at next meeting.

5.8 Defective Bollard Light car park Phase 3 behind terraces on Manley Boulevard. This has been reported to RMG but has not been actioned.

Issue to be raised with JS at next meeting

6. AOB

6.2 Dropped kerb access point on Village Green (SH)

Unable to progress as JS not present discussed – held-over to next meeting.

6.3 Repairs to Water Feature at front of estate. (CM)

Not discussed – held-over to next meeting.

6.4 Reducing the impact of fuel charge increases on service charge costs (CMG)

Not discussed – held-over to next meeting.

6.5 Parking on path and road outside of the village hall

Some drivers are parking inconsiderately impacting other road users. (AS)

88/21 Action: Concerns ref parking at Village Hall to be raised with JaS via email. (asap) AS

6.6 AGM

This is provisionally booked to take place on Monday 16th May. To be confirmed nearer to the time depending on the Covid restrictions and risk related to this. RMG will help in sending letters.

6.7 2019 & 2020 Accounts

JS told the accounts for 2020 have finally been agreed with BH and he will be sending these over by the end of the week.

6.8 Management of future HLRA meetings (CMG)

There were no volunteers for stepping up as a chair or secretary therefore it was decided the roles would be allocated on rotational bases.

AS agreed to Chair the meeting in February

CW agreed to take minutes in February meeting

SHW agreed to take the lead in answering communication from residents.

JH agreed to tidy up the action list

Time to remains the same 7pm (aiming for 90 minute meeting)

6.9. Future Management of Estate (SH & NH)

To be discussed at future meetings.

6.10 Constitution

To be changed as the committee feels the number of members should increase due to growth of Holborough Lakes. The number of resident members was suggested to be increased from 13 to 15.

6.12 Lights on Manley BLV are being repaired this week. KCC has finally taken responsibility.

6.13 RESIDENTS ARE ASKED TO REPORT ALL INCIDENTS OF ANTISOCIAL BEHAVIOUR TO THE POLICE OR PSCO. This can be done by calling 101 if not urgent, please call 999 if you witness crime happening at that time. Report can be done on-line <https://www.kent.police.uk/ro/report/ocr/af/how-to-report-a-crime/>

PSCO's can be emailed directly: Primary is Jo Jo-Anne.Tiller@kent.police.uk Secondary is Kim Kim.McGowan@kent.police.uk

TMBC Anti-Social contact is Danny Mooney who is the ASB officer for TMBC. His email Daniel.mooney@TMBC.gov.uk.

It was brought up if we could get a Community protection order from the police. This can be done if enough reports are made of antisocial behaviour. Community can also help in the process. To be considered if antisocial behaviour persists RMG to include this in their correspondence.

6.14 it was noted that the works done by the lake look very good. Reeds have been cut and lake is more visible. BH is paying for the work until their departure.

6.15 It was agreed that when individual resident has an issue to be raised, HLRA will only take this to the meeting if the issue is about estate as a whole or larger area. If it is more personal/concerning small area e.g. in front of their house, matter resident should contact Estate Manager or James/Melanie directly.

Closure

New Members

90/21 Action: Invite James Plumb

Next meeting on Monday 21st February 2022 – 7pm.

Meeting closed 9.00pm