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Minutes of the HLRA meeting on the 18th January 2021 (Via Zoom)

Present:

Christine McGrath (CMG) (Chair), Lyn Roberts (LR), Steve Coe (SC), Annette Davies (AD), Paul Goldup (PG), Sam Hollingsworth (SHW), Nicola Hughes (NH), Christina Moir (CM), Heli Sarin-Yates (HSY), Adrian Soper (AS),

BH representative: Sarah Fisher (SF)

RMG representative; Mohamed Benyermak (MB)

SHG representative: Angela Ogbe (AO)

Apologies: David Walker (DW), Sarah Hands (SH), June Heslop (JH), & James Sturgeon (JaS).

1. Welcome.

The Chair welcomed Kelly Pheby as an observer to the meeting in consideration of taking up membership of HLRA committee.

2. Actions Outstanding From Previous Meetings

- 1/20 Flood Repairs to area near the 'bandstand'. (SF)
Awaiting materials..
1/20 Action: Update. (15/02/2021) **SF**
- 2/20 Proposals for parking on old service road. (SIG Parking)
2/20b Decision required by February
2/20a Meeting held & decision made
2/20a Action: Email to be sent to BH of decision. (22/01/2021) **CH**
- 3/20 Proposed TRO Jeffrey's Lane (SF)
3/20a Still awaiting council response.
3/20a Action: Update ref TRO (15/02/2021) **SF**
3/20b SF - it is not feasible to relocate the lost parking spaces. **Action closed**
3/20c Pedestrian crossings are temporary but BH is in the process of road safety audits with the council and have proposed to make these permanent.
3/20c Action: Update ref crossings. (15/02/2021) **SF**
- 4/20 Pavement Amissie re-surfacing works. (SF)
Problems with contractors. Hopefully completed in next 2 weeks.
4/20 Action: Update ref Amissie re-surfacing. (15/02/2021) **SF**
- 8/20 Lake Maintenance (SF)
8/20a & 8/20b SF confirmed that under the terms of the transfer document once BH hands over the lake area the costs of lake maintenance will be billed to estate service charges. Within the lease agreed with Nemes Dive Academy they are required to carry out some aspects of lake maintenance.
A map had been requested to assist with the understanding of the limitations

of Nemes' responsibility, but because the edges of the lake fluctuate it is not possible to provide a useful map. SF confirmed that the land from the lake edges on the south/ SE sides up to the boundary fence also belong to BH. She was unsure if the fence at the south edge running parallel to the public footpath was maintained by BH.

Clarification was also sought about the land alongside the school and the grass area adjacent to SHG block backing onto Holborough Road properties.

8/20a Action: SF to provide a copy of the agreement with Nemes regarding their responsibility for maintaining the lake. (15/2/2021) SF

8/20b Action: SF to provide a map/document detailing which areas of land around the lake/school are owned by BH in order to clarify which land will become state managed land. (15/2/2021) SF

8/20c An outline of the hand-over process had been provided but it was requested that a timetable of the dates of handover be presented. SF explained this was not possible due to necessary flexibility in dates, but that she would provide details of the 'Quarterly' progress dates for plots to the Chair for consideration. **Action Closed**

8/20d SF had provided an example of a snagging list. It was requested that **prior** to the hand-over of the lake the relevant 'snagging list' be provided to HLRA for consideration.

8/20d Action: SF to provide lake snagging list. (Ongoing as no date has yet been set for lake hand-over) SF

Hand-over Process

Discomfort was expressed at the lack of resident involvement in the hand-over process. It was agreed that RMG would inform the Chair in advance of when a hand-over process was going to take place in order that any residents' concerns could be raised.

8/20e Action: Chair to be informed in advance of hand-overs. (Ongoing) MB

16/20 Speedwatch (HLRA)

16/20a Lack of volunteers makes Speedwatch infeasible. **Action closed**

16/20b Speed reminder was placed in RMG newsletter. **Action closed**

16/20c BH technical team say it is possible to place solar powered flashing signs but requests suggested locations.

Action: Possible locations to be identified and proposals to be brought back to HLRA meeting. (Ongoing) (SIG Estate Maintenance)

29/20 Fencing on the land for sale at top of bus lane. (SF)

Residents paid for fencing on this land which is not part of managed land. BH & RMG have agreed figure for reimbursement but not yet paid.

29/30 Action: Awaiting confirmation that payment (& how much) has been received place prior to signing off action. (15/02/2021) SF

36/20 Marking of Visitor Parking Bays Water View Required (SF)

SF- the visitor bays in this area are marked with a small plaque rather than a painted V on the ground. Dissatisfaction was expressed at the inconspicuousness of these plaques to drivers seeking a visitor parking bay

and the lack of conformity throughout the estate causing confusion. BH's position is that any changes to the markings will have to be done at residents' expense. SF reported that a comprehensive map of visitor bays was being prepared and would be shared with residents. There was disagreement on this subject, but due to time restraints it was agreed to leave this for further discussion at a later time.

36/20 Action: Appropriate marking of visitor bays – further discussion. (15/02/2021)

HLRA/SF

39/20 Damage caused by the scaffolding contractors (SF)

Will be repaired by Berkley Homes contractors at BH expense. Some landscaping may need to wait until later in the year when appropriate to reseed.

39/20 Action: Confirmation of repair to areas. (15/2/2021)

SF

41/20d Holborough Road Access to rear of premises (SF)

SF- BH have no knowledge of any agreement with residents of Holborough Road to maintain access to rear of their premises & the residents who have made this claim in the past have not been able to provide any documentation to support their claim.

Action closed

23/20 Concerns regarding fire release system on apartment block main doors(MB)

23/20a. MB- Blocks that have the override break glass points are those on Phases 6/7/11, 8/9/10, & Phase 3.

Blocks that do not have the override break glass points are those on Phase 5, phases 1 & 2.

There is no recommendation by the risk assessor to have the override break glass points (fire release system) checked, there are no service contracts in place for any of the intercoms. However if the HLRA wish for there to be an annual test of the release system RMG can put this in place. Decision made that there will be no requirement for this testing to take as this will incur unreasonable costs.

Action closed

23/20b. SF - All buildings were designed in line with building regulations at time of planning. At time of construction of Lake View Court the building regs did not require fire release system & it wasn't fitted, but all new blocks must have it fitted. Questions were asked as to why it was fitted to Phase 3 (an earlier build than Phase 5).

23/20b Clarify why Phase 3 has system fitted but not phase 5. (15/2/2021)

SF

33/20 Agree effective delivery strategy for newsletter to SHG residents.

No update.

33/20 Action: Update required (15/2/2021)

JH/JaS

35/20 Apparently abandoned cars on SHG land. (AO)

Vehicle in Edwards Close is owned by a resident. Owner of vehicle in Pollyfields is unknown.

35/20 Action: Establish owner of abandoned car in Pollyfield.

MB

- 32/20 Estate team maintaining the roundabout on the A228 (JaS)
 This was an historical agreement. RMG have now asked staff to stop this and it will be picked up by Berkeley Homes going forward. NH suggested that residents should receive a rebate from BH for the Estate Team labour costs and any plants/material provided out of the service charge paid by residents over the years. The meeting agreed this should be looked into.
32/20 Action: Identify appropriate compensation for work provided to BH at residents' expense. (15/02/21) **SF/JaS**

Due to technical difficulties AO was restricted in her communication at the meeting. The status of the following actions were unable to be clarified at the meeting:

- 35/20 – Apparently abandoned blue car outside of the school. **AO**
35/20 Action: Update req.
 40/20 157 Poynder Drive broken pipe causing flooding issues. **AO**
40/20 Action: Update req.
 41/20 CCTV Pollyfield Signage **AO**
41/20c Action: Update req.
 34/20 Clarification of the work of the SIG-Accounts
 CMG sent email 21/20/11/20 – awaiting response. **AO/JH**

The following actions were agreed as 'Closed'

- 10/20 Stepping Stones on Trim trail (HSY/AD/SH)
 Not feasible to progress at present due to building works – SIG Estate Maintenance will revisit later on in the year. **Action closed**
- 15/20 R/A for village hall to be opened up (JaS)
 Risk assessment carried out awaiting report. **Action closed**
- 19/20 Contacting potential new HLRA members (HLRA)
 Potential new member contacted – association up to quota. **Action closed**
- 20/20 Pizza Van (SH)
 Unfortunately despite a great deal of effort by SH it has not been possible to agree a suitable location for the van, but the possibility of a coffee van is being pursued. **Action closed**
- 21/20 Clarification on the street light electricity charges RMG-JaS/MB
 Meeting arranged 21/01/21 RMG & SIG Accounts **Action closed**
- 24/20 List of all the equipment and large tools RMG-JaS/MB
 Meeting arranged for on 21/01/21 RMG & SIG Accounts **Action closed**
- 37/20 Request for Estate Manager to attend HLRA meetings (JaS).
 Following a discussion between the Chair and RMG it was agreed that RMG are already well represented at meetings and Estate Manager is not required to attend. **Action closed**

- 38/20 Feedback ref Estate Team
Concerns discussed with the Estate Manager and RMG are monitoring performance levels. **Action closed**
- 41/20a Camera to be moved from Water View to Pollyfield MB)
Camera moved. **Action closed**
- 41/20b The Estate Manager to liaise with head teacher (MB)
Head informed of CCTV in area. **Action closed**

(The following open actions appeared as distinct items on the agenda & it was agreed to discuss them in accordance with that listing:- 9/20; 28/20; 18/20a.)

3. Security/CCTV

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

Decision made at informal HLRA meeting on 11/01/21 that 3 quotes required ref upgrading CCTV. No ANPR required.

18/20a Action: SIG CCTV to meet as a matter of priority to expedite this matter.

SIG CCTV

3.2 Estate Manager's Security Monthly Update

The meeting was grateful for the report submitted by the Estate Manager, but wished to ensure that there was a complete picture of the number of ASB incidents. To this end it was requested that contact be made with the Police & BH to produce an accurate overview of the situation in order to assist with the sighting of the CCTV as there are only a finite number of cameras available.

18/20b Action: Compile monthly report of ASB incidents. (Ongoing)
MB

3.3. RMG/BH email ref ASB Water View

BH had sent a request to RMG to consider reinstalling the CCTV at Water View. The meeting explained that a decision had been made to move the CCTV from Water View to Pollyfields because of the distress being caused to residents in the latter location by ASB incidents. It was felt that the incidents at the lake would be less in winter than they had been in the summer. There are only a finite number of cameras to cover the whole estate & hard decisions have to be made. It was identified that Water View is still the responsibility of BH and it was suggested that they might like to install a camera at BH costs.

18/20a Action: Location of CCTV to be reviewed.

SIG CCTV

4. Concern Ref High Level of Lake

Concerns were voiced that the weir may be blocked causing the lake level to rise.

1/21 Action: Lake level to be constantly reviewed. (Ongoing)

SF

5. Communal Satellite Dishes

5.1 (Action 9/20) Phase 1 & 2 paying for communal dish but do not have access to it.

SF stated that BH is waiting for a report of an historic survey from Neville Ariel's. If this is not forthcoming then a new survey will be carried out to check what the precise position is with regard to each property in Phase 1 & 2. Concerns were expressed that this information should have been readily available to BH in their historic records & that resolution of the issue was taking an unreasonable amount of time.

9/20 Action: Update on historic survey record. (asap)

SF

5.2 Disruption to Sky service & Terrestrial TV

Concerns were expressed about the disruption caused to residents' reception of Sky & terrestrial TV, especially at this time of a pandemic. MB reported that the engineer had been trying to resolve issues and it was believed that only 5-6 houses remained with unresolved problems due to their fiber cable being unable to cope with the change in frequency. Anyone still experiencing problems should contact RMG. SF explained that the disruption was not anticipated to be as protracted as it was.

2/21 Action: Message on RMG Living advising to report any problems to RMG. (15/02/21)

MB

6. Berkeley Homes Build Update

Bandstand - An operative is going down to the band stand this afternoon to carry out some work to the damaged and loose decking

Hanover Place

All construction work has been completed and all remaining units handed over
Area 9

Construction status of the remaining (23) 2, 3, 4 & 5 bedroom homes vary from 1st fix to decoration

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

Ponding on trim trail pathways. SF requested photos be sent to her by residents to illustrate the problem.

Repair to fire damaged apartments. Joists under the balconies have not been painted.

3/21 Action: Estate Manager to take photo & send to BH. (15/02/21)

MB

Concerns re increase in installation of garage doors which has the potential to impact the availability of parking 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.

Loose planks on viewing platforms around the lake with potential for screws to cause injury to feet.

4/21 Action: BH Site Manager to inspect the platforms. (15/02/21)

SF

The question was asked as to why the gate at the top of Manley (opposite Barrow Hill Close) was repaired at the cost of all residents in their Estate Service Charge. Other gates on the estate are paid for within the respective phase service charges by the residents the gate services only. SF explained that there are visitor parking spaces available behind the gate at the top of Manley; the gate will open automatically for any vehicle and anyone can park in these bays. The visitor bays are hard to identify as they are only marked with a small plaque on the nearby fence, but these spaces are illustrated on the visitor parking map. The question was posed as to why the gate was installed, but SF was unable to answer this other than it was part of the original design plan for that area.

(SF left the meeting at this stage)

7. RMG Organisation's Updates – January 2021

1. Lakeview has had the pod de-chlorinated and our electrical contractors carried out a five year electrical testing programme on the building.
2. Site team were reduced due to Covid restrictions, two gardeners were self isolating November/December.
3. Weed and Feed contractors have visited the site in November to assist in the removal of weeds throughout the estate.
4. We continue to remove signage on the estate and politely remind residents that signs are not permitted if they are still within the covenant period.
5. CCTV cameras have been relocated to Pollyfields from Waterview to assist our partners in dealing with anti-social behaviour.
6. A fire inspection took place on all communal areas in buildings in December and January.
7. Inconsiderate parking remains a problem on the estate generating the most complaints received by the estate manager.

Matters Arising- none requiring recording.

8. SHG Update

Not available at present.

9. AGM

AGM postponed indefinitely due to high covid infection rate. HLRA are keen to engage with residents and the option of an 'Open Meeting' sometime in April is being pursued.

17/20 AGM - postponed until covid infection rate reduces.

Action closed

17/20b Constitution circulated

Action closed

10. Review of Gym opening (Action 28/20)

A comprehensive plan to open the gym 'covid safely' has been drafted by RMG and the additional costs for this have been provided to HLRA. The implementation of the additional measures will reduce the number of people who can access the gym at any one time and also reduce the gym opening times (due to the need for twice daily cleaning to take place). BH will have the final say on opening the gym as the owners of the building.

The following concerns were raised;

Legal liability in the case of any breaches of coronavirus regulations.

28/20a Action: Position of liability to be confirmed. (15/02/21)

MB

Concern over risk assessment identifying a low risk factor in some areas and it was asked if comparison had been made with case studies based upon gyms with staff. MB reassured the meeting that the risk assessment was not based upon these case studies but he agreed to revisit it to ensure it was accurate.

28/20b Action: Risk assessment to be revisited. (15/02/21)

MB

Concern over additional costs to the 2021 budget being borne by all residents for a minority to use the gym. Agreed to discuss this further at a later time.

11. AOB

Business Interruption Insurance.

AS asked if the gym or Village Hall were covered by insurance with 'business interruption' cover that could be claimed against. MB was unsure, but will check it out. The meeting thanked AS for a very useful piece of advice.

5/21 Action: Gym/Village Hall insurance policies to be checked for business interruption cover. (15/02/21)

MB

Update From Chair (CMG)

Snodland Town Council have postponed the Snodland parking review until 2023.

HLRA will try to form working rapport with Snodland Town Council.

David & Gillian Walker stood down from Holborough Lakes Neighbourhood Watch with effect from 01/01/21 – replaced by AD, SH & HSY.

HLRA have formed a number of Special Interest Groups (SIGs) to focus on particular issues. There will be further discussion at the next meeting to identify the leaders/deputies and scope of work of each SIG.

SIG Accounts have served s.22 notice to inspect invoices and have a meeting scheduled with RMG on 21/01/21.

6/21 Action: All SIGs to meet prior to next meeting to identify leaders/deputies/scope of work. (15/02/21)

HLRA

New Member

Kelly Pheby confirmed that she wished to become a member of HLRA committee & was welcomed into the group.

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

Meeting closed 9.10pm