



Minutes of the HLRA Meeting on the 9th October 2023

Present: Sarah Hands (SH) (Chair), June Heslop (JH), Nicola Hughes (NH), Melanie Johnson (MJ), Angela Ogbe (AO), Lyn Roberts (LR), James Sturgeon (JaS), Claire Wych (CW).

Apologies: Keith Bristow (KB), Annette Davies (AD), Sarah Fisher (SF), Sam Hollingsworth (SHW), Jordan Howard (JoH), Jon Kanareck (JK), Matthew Shaw (MS), Claire-Louise Turnham.

1. Welcome

2. Minutes of meeting held 11th September 2023- agreed.

3. Berkeley Homes Report

No representative available. Upon request some limited updates were provided prior to meeting.

4. RMG Report (RMG) Organisation Updates – September/October 2023

1. Our tree works contractors are in the process of trimming and reducing 98 trees that were identified for remedial works. They expect the works to be completed by Wednesday 11th October.
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 subcontracted 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 48 hours. 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 18th September 2023.
6. Estate Manager had several meetings with the contractor repairing the stainless-steel water feature at the front of house and has confirmed that this has been fully tested and is now working.
7. 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.
8. Our weed and feed contractors were onsite on 11th and 12th September and treated all hard and soft areas.
9. On 24th September KONE, our lift contractors serviced the lifts at Lakeview Court and 2 Walters Close.
10. On 2nd October all dry risers were inspected by our contractors.
11. Omega our lighting protection contractors inspected our equipment on 8th September.
12. An additional dog waste bin has been procured and is located on the village green 5th October 2023.
13. Tarmac our neighbours on the north end of the development, sent their tree contractors to complete the works abutting the perimeter fencing. Estate manager met frequently with the contractors to ensure the work to cut back the bushes on Tarmac land was carried out. Estate manager has reported that Tarmac was disappointed by the amount of waste that has been fly tipped over the perimeter fence onto their land.
14. Estate manager oversaw the contractors instructed by Southern Water to refurbish the entry gates to the compound at front of house.
15. Estate manager ensured that all landlords (communal) electricity meters were read on 29th September and reading submitted to the suppliers.
16. Estate team have repaired the broken Aco grating on the village green.
17. Estate manager ensured the lock at Poynder Drive block was repaired.
18. Estate manager has undergone training of the new CCTV system. It should be noted that further training is required to ensure the estate manager can complete additional functions to use the CCTV to its full benefit.

19. Estate manager and property manager ensured the lock at Lakeview Court bike store was changed and residents informed.
20. Estate manager identified an issue with the lid of the green sprinkler valve box and sourced a fabricator to complete repairs. Estate manager ensured the repairs were completed.
21. Estate manager coordinated contractors to attend to all issues related to a second leak within Providence House.
22. Estate manager has booked in for Northfleet services to complete the carpet cleaning of Lakeview Court and the village hall – to be completed 19th -20th October.
23. Estate manager ensured that the lawn mowers were taken to CJB Machinery on several different occasions this month to repair the equipment.
24. Estate manager programmed and issued new gym fobs to many residents after ensuring that the relevant gym induction had been completed by Educated Body.
25. Estate team made safe dangerous manhole covers.
26. Estate manager is in the process of costing for the and the replacement of buxus hedging with red robin.
27. The estate manager is advertising for a head gardener to replace Steven Johnston.
28. Estate manager put together a cost analysis based on the amount of waste generated by the team.
29. The estate manager arranged for the tree contractors to stockpile the cuttings and waste from the tree works, resulting in 40 tons of mulch which will be distributed by the team around the estate.

5. SHG Report (SHG)

5.1 Hyperoptic Installation

We are looking to progress the installation of Hyperoptics on the Holborough Lake estate. Hyperoptics has cabled all 23 South Housing multi dwellings to the premises front door. We are working with Hyperoptics to complete this work and will communicate with residents on the go-live date.

5.2 RMG Living Website Access

We wrote to our residents in September to see if they would like to have access to the RMG Living website. The website provides information about how to book the village hall, contact information for the estate manager, details about community wide focus groups, and copies of the HLRA minutes. If you want to give us permission to have access to the website, please complete the permission slip enclosed with our letter and return it to Southern Housing. You can also get in touch with us via our service centre at service.centre@southernhousing.org.uk or by calling 0300 303 1773.

5.3 Reduce Fly Tipping

We have noticed an increase in fly tipping across the estate (specifically Amisse/Pollyfield/Poynder). Fly tipping is unsightly and can attract vermin, and the cost of removing dumped items has a direct impact on your service charge. Please be vigilant and report any suspicious activity to Southern Housing and RMG so we can recharge the offender. It is also a crime to fly tip. If you witness fly tipping, please report it to the Council for investigation. To report incidents of fly tipping you can visit the TMBC website at www.tmbc.gov.uk Please note TMBC can collect up to six items of bulky waste, including fridges/freezers, from outside your property. Please visit the TMBC website for more details on this service and a breakdown of costs.

5.4 Use of BBQ's

We have noticed the use of a BBQ on the estate in a confined space, this is concerning because there is a risk of starting a fire as it's sited close to a wood fence/structure. BBQ's also give off carbon monoxide for hours after they've been put out so it can pose a risk to one's health. Our advice is when looking to have a BBQ in a public space, seek permission from either Southern Housing or RMG as it is generally forbidden on our land. For more specific information on housing management matters concerning the use of BBQ's please contact us at service.centre@southernhousing.org.uk

5.5 Gardening

We have noticed a lack of gardening and increase in ivy growing up the walls at 157 Poynder Drive this has been reported to RMG to investigate and address. **(Action 27/23 for RMG – MJ)**

6. Action List

03/20 **Jeffrey's Lane Pedestrian Crossing, 88/21 Parking Village Hall, 25/22 Road Adoption Plan** (TRO with KCC.) BH provided the following written update; "Phase 2 section 38 BH are awaiting sign off from KCC for remedial works carried out within phase 2. We will obtain 2nd cert expected next week. The phase will go into maintenance for a year before adoption."

"Phase 3 section 38- The tabletop on school road junction - works to commence 23rd October, 2 weeks of work by McCoda. This is in the school holiday. There are some lighting works necessary and we are working with KCC lighting dept. This is not as advanced as phase 2 but hope to have stage one cert issued very soon." The meeting found this information slightly unclear, but as no BH representative was present it could not be further clarified.

Action: Update & clarification on progress of works required from BH.

SF

08/20a and 1/21 **Review of Lake Level/Sluice Gate Operation**

JaS reported that he had contacted Paula at Nemes regarding training in using the sluice gate and they are reviewing her H&S concerns to see if there is an acceptable option for her to become a trained operator. A discussion took place regarding the operation of the gate and whether, due to its weight & resistance, it was safe to be operated by a single person. JaS advised that the current Estate Manager had been fully trained and felt comfortable and confident to operate it on his own. The meeting agreed a risk assessment was required to identify safe manual handling procedures. JaS also advised that there were still issues with the automatic warning system as alerts were being broadcast when levels were at an acceptable level; this is being discussed with Aquatronics.

Action: RMG to obtain Risk Assessment & provide further update.

JaS

16/21 **Cracked Bonded Paving**

Committee members observed that the pathway to the new trim trail has been taped off for two weeks with no sign of any progress in works & that work in the Barrow Hill & Primrose areas is yet to commence. As no update was forthcoming SH emailed BH & received the following response: "This will be finished Thursday/ Friday. In terms of resin bond replacement to the 2 roads, McCoda will be starting this the following week. I will check with McCoda, but think they will start Primrose first." The meeting expressed the need to ensure residents were fully informed of work commencement and completion dates. MJ offered to check with BH to ensure communications were sent to residents.

Action: Update on progress of works. (BH)

SF

Action: Confirm BH will circulate communication to residents.

MJ

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

SH expressed her concerns that the areas remain dangerous and unfinished. As no update was forthcoming she had emailed BH & received the following response: "The block paving repairs – McCoda have finished a few areas. BH have been working with McCoda to try and find the exact size. McCoda have proposed a method which matches in okay. Following discussion and agreement with them they will progress more areas next week. BH will find out their program and what areas they will work in." The meeting was disappointed that this issue could not be discussed further as no BH representative was in attendance.

Action: Update on progress of works & guarantee. (BH)

SF

Action: Update on cobbled areas on adopted road. (BH)

SF

35/21 **Update on Fibre Installation**

See SHG report 5.1 above. LR reported that LVC residents had received conflicting correspondence from Hyperoptic regarding provision of FTTP. As BH was not in attendance & no update had been received this issue could not be pursued further.

Action: Update on progress of works required. (BH)

SF

48/21 **Tarmac Land – Overgrowing Plants**

(See point 13 in RMG report) MJ was not sure if the work was complete. SH expressed concern that the work be completed prior to the hedgehog hibernation period. (Late Dec-Mar). The meeting expressed the need for Tarmac to commit to an ongoing maintenance program in the area.

Action: Update on completion of work & ongoing program. (RMG)

MJ



57/21 Estate Maintenance

RMG circulated a cost comparison of outsourcing estate maintenance to SH. Further discussions are needed amongst the Estate Maintenance sub-committee. JaS raised a current issue with gardening equipment & the meeting agreed that it would be appropriate to spend £300 on a second-hand tractor to be used for transporting loads.

Action: SH, NH, JH & AD to discuss & report back.

SH

85/21b Reducing the Impact of Fuel Charge Increases on Service Charges.

SH reported that she had received the quotes from RMG but has asked for them to be reviewed as there appeared to be some discrepancies of costs. MJ was waiting on a response back from IEBB. LR raised a concern that IEBB appeared to hold a monopoly over electrical works on the estate & that their charges appeared to be excessive. JaS expressed his trust in IEBB as a reliable & competent contractor but agreed to explore utilising other electricians.

Action: Review quotes from the electrician for replacing all bollards with LED lights & obtain quotes from other contractors (RMG).

MJ & JaS

05/22 Repairs To Water Feature At Front of The Community Entrance & 15/22 Rill Cleaning

MJ reported that repairs are complete & she is waiting to confirm details of any relevant warranty & then Fairwaters will be given 1 months terminated notice and Fountaineers instructed.

Action: Update on change of water feature contractors/warranty (RMG).

MJ

10/22 ASB

MJ reported that RMG are contacting residents that have disputed the fencing proposals directly. SH reported that the multi-agency taskforce meeting took place on the 20/09/23 – present were the police, HLRA, Nemes, RMG, Berkeley Homes and Paul Hickmott (MP). They discussed current progress & Inspector Newman & SF agreed to inspect the affected areas to see how the new plantings were laid out. The fencing, injunction and physical security were all matters to be discussed at the next meeting as none of these items had been concluded or moved on sufficiently to provide an outcome. It was stressed by the police and Berkeley Homes that Southern Housing should be available for each meeting as this issue concerns all residents and their input is vital. AO advised that she had been invited to the meeting, but it was rescheduled several times which meant she was on leave when it was held. JH had not received an invite and asked that she be included in the circulation group for future meetings.

Action: Update from Multi-agency meeting. (HLRA)

SH

Action: Include JH in ASB Group circulations.

SH

13/22 Lambe Close Returfing

MJ reported that the Estate Manager has scheduled this work to be completed by the end of this month.

Action: Update on progress of repairs (RMG).

MJ

6/22 Dog Droppings on The Village Green

MJ- Bin Installed.

Action Closed

24/22 South East Water Rotten Hoarding

MJ- Repairs completed.

Action Closed

28/22 Access to RMG Living for SHG Residents

See SHG Report item 5.2 above.

Action: Update on communication with SHG residents ref RMG Living. (SHG)

JH

29/22 Misuse of Communal Gardens

JH expressed her disappointment that, despite SHG contractors recently clearing this area of unacceptable items, upon her visit on 09/10/23 she had found several irregularities. She stated her intention of initiating removal of the offending items.

Action: Further communication with SHG residents ref misuse of communal area. (SHG)

JH



Email: hello@holboroughlakes.uk
Website: <https://holboroughlakes.uk/>

33/22 Faulty gate – Primrose Close

JaS has contacted SHW to arrange a demonstration. SHW expressed (via SH) reservations at the document she had been requested to sign & will be emailing JaS regarding this.

Action: SHW to email JaS. (HLRA)

SHW

37/22 Water and Electricity Meters Map

MJ- Walk about scheduled to take place Thursday 26th October with LR & Estate Manager & JaS.

Action: Produce map of electricity/water meters (RMG).

MJ

01/23 Replanting of Buxus

MJ- Estate Manager has scheduled this work to be completed over the next 3-6 weeks

Action: Update on progress of replanting (RMG).

MJ

08/23 Takeaway Services

RMG forwarded a draft licence to SH who is reviewing it & sought clarification as to whether it was adaptable- MJ confirmed it was. SH sought opinions on whether any funds raised should go into the HL Social Fund or paid into the estate service charge accounts as income. LR expressed her concerns that in the absence of an appointed treasurer on the HLRA there were potential risks involved with dealing with income & therefore RMG were better equipped to manage the payments.

Action: Pursue donations with food vendors. (HLRA)

SH

12/23 Replacement Inspection Covers

MJ- RMG have chased BH technical team for this information- awaiting response.

Action: RMG to provide details of replacement metal inspection covers.

MJ

14/23 Water Pump LVC

MJ updated that KGN Pillinger have confirmed that the illuminated light is a display warning light only and is an external alarm connected to the leak detection system not the pumps. To investigate this further an additional call out would be required at a cost of £960. KGN Pillinger have made notes on the system to investigate this as part of their next scheduled service due in February. LR advised that LVC residents agree to wait until the scheduled service. LVC residents asked that it be noted in the minutes that they felt abject dissatisfaction with how the situation has been managed and also wished to stress their frustration, that on a regular basis, contractors carrying out scheduled works cause issues which residents are then required to pay for.

Action Closed

16/23 Internal and External Decorations Program

Displayed in Estate Manager's notice board.

Action Closed

7/23 Wildflower Areas to Promote Bees

MJ advised that signage should be received and installed within the next two weeks. SH reported that she had made contact with the local beekeeper but would be holding further discussions about the viability of setting up a community group for the spring.

Action: Wildflower verge signs to be displayed. (RMG)

MJ

Action: SH to hold further discussions with the beekeeper on HL. (HLRA)

SH

20/23 Disposal of Grass Cuttings.

SH reported that BH agreed in principle to the installation of Hotbin composting units within the vacant area at the front of the estate but that calculations needed to be worked out as to how many bins would be required. Consideration also needed to be given to how many team hours would be required to maintain the bins as the process required regular attention. NH asked if BH would pay for the Hotbins and JaS agreed to check this out. JH expressed her desire to be kept updated with the progress of this issue in order that she could ensure the interests of SHG residents living in the locality were considered. SH advised that the Hotbins do not give off any odour.

Action: Check if BH will pay cost of Hotbins. (RMG)

JaS

Action: Identify number of Hotbins required.

SH



21/23 Parking Bays Outside Nursery Manley Boulevard

MJ- Estate management team have been fully updated on this matter.

Action Closed

22/23 Gatehouse Maintenance and Repairs

MJ reported that the post is rotten & RMG have requested a quote for repairs from CT Dec. She advised that the post was not deemed to have been in such a poor state of repair prior to it being painted. NH asked if any warranty had been provided; JaS explained that decorating is not usually subject to a warranty, but that the installation of a new structure should be.

Action: Obtain quote for repair.

MJ

23/23 Front of House Planting

MJ - the Estate Manager has scheduled this work to be completed over the next 3-6 weeks

Action: Update on progress of replanting (RMG).

MJ

24/23 Park Repairs

MJ- Still awaiting contractors to confirm a date for completion.

Action: Update on progress of repairs (RMG).

MJ

25/23 Damaged Drain Cover Village Green

JaS advised that all the Village Green drain covers have been repaired except for one which is scheduled for repair on 11/10/23. NH stated that there is also a missing cover outside the flats in Poynder Drive- JaS committed to following this up.

Action: Update on repairs to missing drain covers (RMG).

JaS

7. AOB

7.i. Leak Providence House

SH requested an update on the leak/water damage in Providence House. JaS reported that RMG were confident the leak had been repaired but were carrying out final observations to fully confirm this. The carpet had been cleaned and dried out and once fully confident no further leak of water was taking place the damaged area would be repaired & an insurance claim made. Residents are being kept updated. He confirmed that it is standard practice to charge the insurance excess costs to an individual resident where it can be shown that the damage was caused by a fault within their demise. LR confirmed that this was the situation when there was a leak within LVC.

7.ii. 2022 Account Inspection Update

NH reported that the group of volunteer residents inspecting the service charge 2022 accounts had encountered some challenges because of how the information had been provided. In particular, the credit card receipts were not referenced to the relevant internal invoice number. JaS apologised for this oversight and offered to address this. The committee expressed thanks to the volunteers for checking the accounts and to JaS & MJ for their continued cooperation in this process.

7.iii. Lake View Court Electricity Cost

LR raised concerns on behalf of LVC residents that their communal electricity costs in 2022 were around £6,000. In the same period communal electricity costs for Walters Close (a similar apartment block) were around £3,000. She requested a commitment from RMG to investigate the situation to establish why LVC's electricity usage was so high. JaS agreed to collaborate with LR in an attempt to identify what electrical circuits run through LVC's communal meter & how these can be better managed in an attempt to reduce costs to LVC residents.

26/23 Action: Investigate LVC electricity usage. (RMG & HLRA)

LR /JaS

Meeting Closed 20.45pm

Next Meeting 7pm Monday 13th November 2023