



Email: hello@holboroughlakes.uk

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

Minutes of the HLRA meeting on the 19th April 2021 (Via Zoom)

Present: Christine McGrath (CMG) (Chair), Lyn Roberts (LR), Steve Coe (SC), Annette Davies (AD), Sarah Hands (SH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Christina Moir (CM), Kelly Pheby (KP), Heli Sarin-Yates (HSY), Adrian Soper (AS).

BH representative: Sarah Fisher (SF)

RMG representatives: Mohamed Benyermak (MB).

SHG representatives: June Heslop (JH), Angela Ogbe (AO).

Apologies: Paul Goldup.

1. Welcome

The Chair informed the meeting that Emma Hutchings had stepped down from her role as the HLRA Snodland Town Council Correspondent. Volunteers to take up this post were sought from the committee and the role requirements were explained to enable members to reflect upon the position.

2. Actions Outstanding From Previous Meetings

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

It is hoped to address this area w/c 19/4/21 or soon after.

1/20 Action: Update repairs bandstand area. (17/05/21)

SF

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

Awaiting internal confirmation. Formal reply hopefully forthcoming in 2-3 days.

2/20 Action: Update old service road. (17/05/21)

SF

3/20 (a)Proposed TRO Jeffrey's Lane (c)Pedestrian Crossing

Application is now with KCC for decision awaiting a response.

3/20 Action: Update ref TRO/pedestrian crossing (Ongoing)

SF

4/20 Pavement Amissie Re-surfacing Works.

Footpaths being tarmacked 23rd-28th April & these works will be prioritized.

4/20 Action: Update ref Amissie re-surfacing. (17/05/21)

SF

8/20 Lake Maintenance & Hand-over Process

Hand-over of the lake is not imminent.

1/21 Review of Lake Level.

Pump removed from lake as levels have dropped sufficiently. Long term plan discussions are ongoing; updates to follow from BH in due course.

(For ease of reference item 1/21 will be consolidated into item 8/20)

8/20 Action: Consultation ref hand-over of responsibility for maintaining the lake and updates on specialist report. (Ongoing)

SF

12/21 Breaches Of Covenants (Including Sheds/Summerhouses)(Time limits?)

Awaiting response from TMBC point of contacts /manager who has been asked to expedite the enquiry.

SHW informed the meeting that she had information from residents that the BH sales team are allegedly providing the contact details of a company who can install garage doors on car ports to new purchasers.

12/21a Action: Update ref enforcement of covenants/planning, including shed/summerhouses. (17/05/21) **SF**

12/21b Action: Check to be made with Sales Team to ensure they are not providing inappropriate advice to new purchasers. (17/05/21) **SF**

8/21 Defective Street Lights Near Old Marketing Suite

Problem lights identified & electricians attended on 16/04/2021 **Action Closed**

16/21 Flooding On Trim Trail

Building works still ongoing.

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

25/21 Access Path Mathews Close/ Trim Trail

SF confirmed that a path is not included within the design, but a fence will be placed at the end of the wall to shield people from the steep bank. SH & SC expressed residents desire for a pathway to the trim trail. SF agreed to discuss further with her technical team to consider if incorporating a path into the design for the old marketing suite area was feasible.

25/21 Action: Update ref path Mathews Close/ Trim Trail (17/05/21) **SF**

24/21 Grass Damaged Near Berkeley Homes Marketing Suite Former Site

To be addressed with other landscaping reinstatement works commencing 19/04/21.

24/21 Action: Update ref lawn old marketing suite. (17/05/21) **SF**

9/21 Hand-over Car Park Amisse Drive

JH & SF will carry out a joint walk around with BH site manager sometime in May when all parties will be available. In meantime JH will send photos of areas of concern to residents onto SF.

9/21 Action: SHG & BH to identify & address defects/security issues raised by residents. (17/05/21) **SF/JH**

14/21 Concerns ref standard of gardening service in Pollyfield/Amisse areas

JH expressed her concerns that there were still areas which required attention. She explained that it had been agreed with the Estate Manager that plants removed from the old marketing suite would be replanted in these areas, but this had not been fully completed. She has sent the Estate Manager an email with details and photos of the areas in need of attention. Later in the meeting JH expressed concern over a lack of service from the estate team & reported that complaints from residents had escalated to the stage of the Ombudsman. She requested a plan of how often the areas will be tended to and how staff absences will be covered to ensure all SHG areas are maintained to an acceptable level. This issue was also identified in the SHG update.

14/21 Action: Provide precise details of areas requiring attention to Estate Manager. (17/5/21) **AO**

14/21 Action: Discuss with Estate Manager a plan of action to address this issue & update JH (17/05/21) **MB**

39/20 Damage Caused by BH's Scaffolding

Landscaping repairs to be carried out w/c 19/04/21. Concerns were expressed that some areas might get overlooked. SF explained that she would personally be overseeing the sign-off of these works and would not do so unless she was satisfied all identified areas had been addressed. Areas severely damaged included around the Poynder & Lambe Close apartments. The slabs in Edwards Close have not yet been re-laid as RMG are awaiting a confirmed date from the contractor. JH emphasized that they represent a trip hazard on a footpath & required urgent attention.

39/20 Action: Carry out repairs to damaged landscape areas. (asap) **SF**
39/20 Action: Rectify poor workmanship in Edwards Close. (asap) **MB**

32/20 Reimbursement For Estate Team Maintaining the Roundabout on the A228
Payment not yet received by RMG.

32/20 Action: Check situation with BH finance team. (17/5/21) **SF**

35/20 Apparently abandoned cars

The BMW has been removed. Awaiting council to place notice on the blue Astra opposite the school in Pollyfields.

35/20 Action: Update ref abandoned Astra in Pollyfields (17/5/21) **MB**

17/21 Cobbles Booth/Alisander/Poynder

RMG reported that actions are still ongoing in relation to this issue. It was reiterated that a number of cobbled areas were on adopted roads/ public highway & were therefore the responsibility of TMBC to repair. HSY reported that there was an area of loose cobbles by the Whitby Close gate which also required attention. It was reasserted that the cobbles were not fit for purpose when originally laid. It was identified that the cobbles at the front of the estate appear to have endured much more successfully than in other areas and the question was posed as to why this would be the case. RMG were reminded of their undertaking to obtain a specialist's assessment of the situation & they were asked to request that a comparison of the different areas (including the areas which appear to be in a good state of repair) be included in the report. Once this is obtained it can then be shared with BH in order for their technical team to review it and comment as necessary.

17/21a Action: RMG to liaise with TMBC/ BH ref repair to cobbled areas on adopted roads. (17/05/21) **MB/JaS**

17/21b Action: Defective cobbled areas (in unadopted roads) to be identified and specialist assessment to be obtained. (17/05/21) **MB/Jas**

18/21 Salt Bins

CMG requested that Estate Manager draw up a map showing sites of existing salt bins and identifying appropriate locations for new salt bins to be sited, including SHG parking areas.

18/21 Action: Estate Manager to create a plan of current salt bin locations and identified sites for additional bins. (17/05/21) **MB**

20/21 Dog Waste Bins

Council are contracted to empty all 8 bins. Locations have been identified for two more dog bins to be sited on the estate.

20/21 Action: CMG to inform RMG of sites for new bins (asap) CMG

20/21 Action: Liaise with council ref installation of new bins. (17/5/21) MB

23/21 Location of communal satellite dishes.

RMG reported that there are dishes in Lambe Close, Edwards Close, Providence House, Poynder Drive, Alisander Close and Lake View Court. The meeting requested specific locations (block numbers) of the dishes and which residences they served. It was asked whether Walters Close had its own dish. It was felt that it would be useful if James Sturgeon could attend the next meeting to update the committee as there were a number of queries in relation to this issue.

23/21a Action: Provide specific locations of dishes and details of which residences each dish served. (17/05/21) MB/JaS

23/21b Action: Confirm which dish serves Walters Close phase (17/05/21) SF

22/21 Bollard Amisse Drive

RMG have identified which bollards they'd like to install & are awaiting a quote. Scaffolders will cover cost of replacing the one which was damaged by one of their drivers.

22/21 Action: Update on replacement of bollards. (17/5/21) MB

16/20 Flashing speed signs

CMG referred to a recent incident involving an allegedly speeding car on the estate and expressed her view that the issue of addressing vehicles speeding on the estate needed to be prioritized. She agreed to take the lead to review this outside of the meeting.

16/20 Action: Identify suitable locations for flashing speed signs & other preventative measures to address speeding vehicles. (17/05/21) CMG

The following actions were agreed as 'Closed':

9/20 Communal Satellite Dishes.

This matter has been resolved outside of the HLRA meeting. Action Closed

28/20 Review of Gym opening. Communication has been issued to residents regarding gym not re-opening. Action Closed

6/21 SIGs Leader/Deputy/Scope of Work. Some SIGS have decided to operate without designated leaders/deputies or scope of work. Action Closed

6/21b Discuss invoice examination process with SHG. CMG has discussed invoice examination with SHG. Action Closed

21/21 Discarded nails Amisse Drive roundabout. Site team are checking the area regularly. Action Closed

26/21 Lifebuoy rope being used to rope off flooded area. Estate Manager confirmed that tape had been used not the lifebuoy rope. Action Closed

27/21 Obtain a schedule of work for RMG operatives and discuss concerns about weeding by estate team. Email sent to RMG ref concerns. Action Closed

28/21 Sowing of wildflower seeds. RMG rejected proposal as it will interfere with the maintenance of the lake bank plants. Action Closed

29/21 Playground base to be assessed. Repairs checked – all ok. Action Closed.

30/21 Concerns ref actions of Safe Play contractor. Director of Safe Play has

contacted RMG to say a meeting was held with the inspector and appropriate action was taken to ensure that there will be no repeat of poor behavior. Action Closed

3) BH Build Update

Due to staff absences there was no build update available.

Matters Arising:-

SH expressed concerns ref plastic tubes left submerged in the ground where the flags used to be placed outside the marketing suite.

31/21 Action: Arrange for BH team to address flag pole tubes. (17/05/21) SF

SHW reported that one of the bollards had been removed from the top of the bus lane and there was a dangerous hole left in the pavement.

32/21 Action: Bollard to be replaced or hole made safe bus lane. (17/05/21) MB

4) Residents Communication

Clarification sought on time restriction on vehicles parking in visitor bays.

A resident in Walters Close had been in contact with the HLRA seeking clarification because in his lease it states that he is only allowed to park in a visitor bay for a temporary period not exceeding 12 hours in any 24 hour period. SF reported to the meeting that this clause had been introduced by the firm of solicitors recently engaged by BH. It appears that the solicitors acted on their own initiative to include this clause without reference to BH. A letter will be sent to those residents with this clause in their lease/contract informing them that this clause will not be enforced. The situation will therefore be that everyone can use any visitor bay to park for any period of time, but people are requested to demonstrate some social responsibility in their use of visitor bays to enable all residents to gain benefit from them.

33/21 Action: Letter to be sent to new residents ref non-enforcement of visitor parking bay clause. (17/05/21) SF

33/21b Action: Reply to be sent to resident raising this issue. (17/05/21) LR

Electric Vehicle Charging Points

A resident asked if any EV charge points were planned to be placed on the estate. SF explained that the creation of EV charging points was practically & legally complex. The issue of load capacity was a major decider in relation to where such points could be located. She requested that suggested locations be forwarded to her in order to enable BH to carry out a specialised assessment on their feasibility.

34/21 Action: HLRA to identify potential locations for EV points. (17/05/21)CMG

34/21 Action: Reply to be sent to resident raising this issue. (17/05/21) LR

Trooli Broadband/Wayleave Agreement

A number of residents contacted the HLRA & BH expressing concern over communication received from the broadband company Trooli informing them of a delay in the activation of their planned fiber broadband. Apparently Trooli intimated that the delay was due to BH requiring them to agree a 'wayleave' arrangement and claimed this process could take 6-12 months. Residents felt this delay was unacceptable as they desperately require a reliable internet connection, especially as many of them are currently working from home. They complained to BH and requested that the process be expedited. SF has responded personally to these residents, but she also provided the meeting with the latest update from the

perspective of BH as follows:- Trooli did not approach Berkeley Homes to discuss the feasibility of providing fibre to Holborough Lakes prior to advertising and accepting orders. BH has only been contacted recently with their request at which point BH explained the process to them. BH requires a wayleave agreement to be in place with a company prior to permitting them to undertake works on any of their developments. The purpose of this agreement is to protect the development during the works and in the future. Berkeley Homes has wayleave agreements in place for many of the larger providers, including BT, Virgin, Hyperoptics & others. Many of these companies have an obligation that ensures that they will allow other providers to use their equipment to prevent residents becoming "locked in" to a single provider and costs which they may impose in future years. Given BH's previous experience with smaller providers requesting permission of this nature, SF advised Trooli that it might be quicker for them to liaise with one of the approved companies to undertake the works on their behalf, but this does not appear to have been a workable option as Trooli are still seeking to obtain a wayleave agreement with BH. This process is at a very early stage & requires legal discussions and debate as there is a difference of opinion as to the complexities involved in the wayleave agreement. BH is keen to ensure that the estate and residents are fully legally protected should any damage be caused now or in the future by Trooli's equipment and installation.

Because BH is aware of the residents' urgent desire to obtain fibre to their property, they have contacted BT & Hyperoptics who are both submitting proposals to BH regarding upgrading their available service to the estate, including timescales. These proposals should be submitted within the next week and BH will ensure the HLRA are kept informed of developments.

In relation to access to adopted roads on the estate -Trooli need to have permission from KCC.

35/21 Action: Update ref fibre broadband installation. (asap)

SF

The repairs to the fountain were discussed (SC) & it was agreed that these should be deferred until the heavy construction traffic leaves the estate. (June/July 2021). Repairs to the structure at the entrance to the estate were raised (CM) & SF explained that these will take place once the weather is sufficiently warm enough to provide the correct ambiance to set the paint.
(SF left the meeting at this stage)

5. RMG Organisation Updates – April 2021

1. The LVC Horton Pods were inspected for the presence of Legionella on 26/3/21.
2. The weed and feed contractors visited and treated all hard surfaces on 25/26/3/21
3. 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 note that the waste contractors will not empty the bins if they have been over filled or the waste is preventing safe access to the bins.
4. Site contractors are parking in residents and visitor bays throughout the estate and are not parking in the designated areas. UKPC are stepping up patrols to ticket and deter offenders.
5. Residents and their visitors are reminded that dog fouling is an offence and offenders can be fined up to £80 if they do not clean up their mess. The estate is suffering a big increase in this practice as is the country during this lockdown. Please help us to keep the estate clean and free from dog waste.
6. There is an increase in advertising boards in properties that are still within their

covenant period. Residents are politely reminded that by displaying these signs they are in breach of said covenant. Please remove them.

7. The noise issue at Ashfield Close has been resolved however, residents in the surrounding area have lodged complaints to TMBC Environmental Health team that there is another noise and they are investigating. RMG have not received any such complaints from residents.

8. Two abandoned cars have been removed from the visitors' car park at the entrance of the estate

Matters Arising

Contractors parking in residents' bays

NH requested that UKPC be asked to patrol during the working day in order to address this issue.

36/21 Action: UKPC be requested to attend during working day. (17/5/21) MB

SC raised the issue of information provided to residents purchasing 2nd hand houses on the estate & whether they were receiving all the details regarding covenants/parking restrictions etc. It was agreed that this information would be included in the transfer document and that solicitors should be making purchasers fully aware of these details and purchasers have a personal responsibility to familiarize themselves fully with all documentation relating to the property they are purchasing.

6. SHG Report 19 April 2021

Amisse Drive/Pollyfield Close

Unknown people are using the bit of green behind Pollyfield Close as a dirt track for racing their off-road motorbikes. Unfortunately, at this stage, it has not been possible to identify the perpetrators as the bikes have no registration numbers. Adults and young children are racing the bikes. This has been reported to the PSCO who has promised to attend the area and serve a Section 59 Notice on any perpetrator that can be identified

Bin stores

Locks are currently being changed on all SHG bin stores & this will hopefully reduce fly tipping into the bin stores.

(Also see item 14/21)

Southern Housing Group contact is: 0300 303 1773

Service.Centre@shgroup.org.uk

JH sought clarification as to the role of the Estate Manager if requested to attend reports of active damage being caused. MB agreed that if the Estate Manager was available it was within his remit to attend such incidents to assess the situation & contact the police if required.

7. SIG Updates

SIG CCTV/Security Update

Primeone have provided a quote, but obtaining other quotes was proving difficult. Four other companies had been approached, but had not shown interest in the project. KP suggested a relative's company would be willing to provide a quote & it was felt appropriate to accept this offer in light of the difficulties in obtaining quotes from other companies.

37/21 Action: Provide CCTV map to KP for quote. (asap) SC/KP
37/21 Action: Provide details of CCTV company to SIG CCTV. (asap) SHW

A discussion took place in relation to the most appropriate location for the siting of the present CCTV cameras. Due to the ongoing problems in Pollyfield it was not felt appropriate to move the camera away from that area, but it was acknowledged that increasing ASB incidents near the lake area required monitoring. The committee was unsure as to the mobility of the other cameras on the estate.

38/21 Action: Identify which CCTV cameras can be moved. (asap) SC

Estate Manager's Security Monthly Update

The committee thanked RMG for the Estate Managers report which had been circulated prior to the meeting. It was felt that this was not a complete record of all incidents of ASB/crime that had taken place on the estate as the committee was aware of several additional incidents of ASB & crimes being reported on the community FB pages. Various ways to obtain more information was agreed.

39/21 Action: Estate Manager to liaise with PCSO when compiling his monthly security update to obtain any further relevant information. (17/5/21) MB

39/21 Action: Any relevant information from local Community Safety Groups to be passed onto the HLRA. (17/5/21) AO

We would again request that residents report all such incidents to the police & Estate Manager in order to establish an accurate position in relation to criminal behavior on the estate. Details of how to report such matters can be found at <https://holboroughlakes.uk/news/>

SIG Village Hall

The re-opening of the Village Hall was discussed and it was agreed that this could open in-line with the Government's recommendations. (Currently 17/5/21) It was felt that the hall was a different scenario to the gym as there would be no additional costs to residents upon re-opening as the hirers would be responsible for ensuring all safety measures were put in place. Additionally the hiring out of the hall is a source of revenue to offset the costs of maintaining the hall.

40/21 Action: Liaise with Estate Manager ref opening of VH (17/5/21) SIG VH

The re-opening of the gym was discussed, but there had been no changes to the situation. A proposal was put forward that perhaps The Educated Body could carry out one-to-one induction training for any new residents requiring it over the period from 17/5/21 (when indoor activities hope to resume) to 21st June (hopefully relaxation of covid restrictions), prior to the gym reopening. This would not incur any additional charges to residents as the Educated Body would be responsible for cleaning equipment & restricting numbers to just one person. It was agreed that communication with residents was key to this initiative to prevent any confusion arising.

41/21 Action: Liaise with The Educated Body to discuss induction training being made available for new residents. (17/5/21) MB

41/21 Action: Information about re-opening of VH & (possible) induction sessions in the gym to be circulated via RMG Living & FB & website (when appropriate). MB/SIG Social Media

SIG Social- Food Vendors

CMG stated that in order to ensure that the HLRA retains impartiality in relation to any food vendors visiting the estate she wished it to be an agreement that any persons interested in such a venture should contact RMG direct & that RMG carry out any necessary checks etc.

42/21 Action: RMG to confirm their agreement to deal with any potential food vendors direct without any involvement from the HLRA. (asap) JaS

A discussion took place about obtaining the views of residents on food vendors and it was felt that a FB poll would be useful to gain an overview of opinions once RMG have a list of approved vendors.

43/21 Action: Devise a poll for opinion on food vendors to be implemented once RMG have a list of approved vendors. (17/5/21) SHW

A resident had emailed the HLRA requesting permission to operate as a food vendor on the estate. It was agreed that they should be informed that the HLRA are not responsible for granting permission; this is the responsibility of RMG.

44/21 Action: Reply to resident explaining permission to trade is the responsibility of RMG not the HLRA. (17/5/21) LR

SIG Accounts

CMG confirmed that she had a meeting with JH to discuss the SIG Accounts, but needed to carry out some further research before reporting back to the group.

8. AOB

External Redecoration/Repairs To SHG Properties

NH asked when the properties in Booth/Edwards Close are due for redecorating as she felt they were in need of attention. AO explained that Booth Close is not due for redecorating this year, but Edwards Close will be attended to this financial year. NH also pointed out that the guttering on the bin store in Booth Close was damaged and needed repair. There was a discussion ref the feasibility of jet-washing external surfaces of SHG properties in Poynder Drive.

45/21 Action: Check out when Booth Close properties were last decorated.(17/5/21) AO

46/21 Action: Request surveyor to check out the guttering on Booth Close bin store. (17/5/21) JH

47/21 Action: Check out feasibility of jet-washing properties. (17/5/21)
JH

Next meeting on Monday 17th May at 7pm via Zoom.

Meeting closed 9.30 pm