

Minutes of the HLRA meeting on the 11th September 2023

Present: Sarah Hands (SH) (Chair), Keith Bristow (KB), Annette Davies (AD), June Heslop (JH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Melanie Johnson (MJ), Angela Ogbe (AO), Lyn Roberts (LR), Matthew Shaw (MS), James Sturgeon (JaS), Claire Wych (CW).

Apologies: Sarah Fisher (SF), Jordan Howard (JoH), Jon Kanareck (JK), Claire-Louise Turnham.

1. Welcome

2. Minutes of meeting held 17th July 2023- agreed. (*Emailed to RMG post meeting by SH*)

3. Berkeley Homes Report

Updates provided & recorded under relevant items within minutes.

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

1. The rills and water features were serviced on 23 August. Faults have been found on one of the rills and the contractors will be returning to repair them on Wednesday 13 September.
2. The water tanks at 2 Walters Close and Lakeview Court were serviced and checked for Legionella on 01 September.
3. Our alarm contractors for the gymnasium have inspected and serviced the alarms on 29 August.
4. The gymnasium equipment had its annual inspection on Wednesday 06 September, two minor faults were found and repaired.
5. There is a marked increase in dog owners not cleaning up their dog waste. Residents are politely reminded to clean up their dog waste whilst exercising their pets.
6. 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 can all residents be respectful of this and dispose of rubbish and waste in the correct manner.
7. The weed and feed contractors are treating the hard and soft areas on 11 – 12 September.
8. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
9. 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.
10. Inconsiderate and dangerous parking should be reported to the Police on 101 or file a report online to Kent Police. Police Constable Georgia Marshall is the new Neighbourhood Beat Officer for Snodland and Holborough Lakes. Georgia is looking forward to her new role.
11. The electrical contractors have inspected our emergency lighting systems within the communal areas and repairs were made as and when found.
12. The Head Gardener Steven Johnston has resigned from his position. We are now looking for a replacement Head Gardener to bring the site team to full strength.

5. SHG Report (SHG)

None presented.

6. Action List

03/20 Jeffrey's Lane Pedestrian Crossing

TRO now with KCC.

Action: Update on progress of works required from BH.

SF

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

BH Update- Fencing is to be removed from around the sluice gate. KB expressed concern regarding ease of operating the sluice. JaS advised that the Estate Manager had received training & was comfortable with the operation, although the level alert software required some tweaking. AD enquired if liaison had been made with Nemes regarding the sluice operation. JaS undertook to check with BH if this was a requirement.

Action: Check with BH ref Nemes operating the sluice gate. (RMG)

JaS

16/21 **Cracked Bonded Paving**

There was some confusion regarding the current situation, but it was eventually agreed that this work had not started.

Action: Update on progress of works. (BH)

SF

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

BH Update -Works have commenced, however the blocks previously ordered are now 1mm bigger than when purchased for the original build several years ago. Technical teams and contractor are agreeing a solution this week. NH stated that no works had been commenced in Booth Close. She also expressed concern that the defective cobbles on the adopted roads were not being addressed & asked that BH liaise with KCC in order for these areas to also be repaired to a safe standard.

Action: Update on progress of works. (BH)

SF

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

SF

Action: Update on details of the guarantee on the works. (BH)

SF

35/21 **Update on Fibre Installation**

BH Update- Hyperoptic are awaiting installation of electricity supply to power the system. Openreach's upgrade is ongoing and will hopefully be available before Christmas. A discussion took place regarding the WiFi options for SHG residents and JH offered to provide a written summary to the HLRA.

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

SF

Action: Provide written summary of WiFi options (SHG).

JH

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

MJ updated that C&A Landscapes attended on behalf of Savills and completed part of the work – they were due to return but they have not yet done so. The Estate Manager is chasing both parties and has advised the contractor that they must contact him before attending to gain access. SH requested that a date of attendance be established with the contractor to ensure this work is completed before the hedgehog hibernation season commences.

Action: Update on completion date of work. (RMG)

MJ

51/21 **CCTV Quotes**

Cameras and signage installed and operational.

Item Closed

57/21 **Estate Maintenance**

JaS reported that RMG have received two similar quotations ('Nurture' & 'Best Buds'), for the contract. RMG are in the process of preparing a full comparison of costs between the two quotations and the current overall cost of RMG's provision of estate maintenance, ensuring the comparison is like-for-like. This will be provided for the HLRA to review for a decision to be made as to whether to outsource estate maintenance. SH expressed concern that Best Buds failed to provide the skeleton tender document which had been requested at the initial meeting and had merely offered a tender document based on the RMG outlined plan. She expressed concern over the behavior of Best Buds as they failed to honor the agreement to assist in the preparation of the skeleton document. JH requested that SHG be included in any further discussions regarding estate maintenance to ensure that SHG residents' views are fully represented. NH requested that she also be included in any such discussions. SH assured that no progress had been made other than the receipt of the tender document from Best Buds and this document was yet to be circulated.

Action: Obtain a specification for comparison. (HLRA)

JK

Action: Ensure JH & NH are invited to future estate maintenance meetings. (HLRA)

SH

Action: Provide comparison report for estate maintenance costs. (RMG)

JaS

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

Completed.

Item Closed

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

No progression since last minutes.

Action: Obtain quote from the electrician for replacing all bollards with LED lights (RMG). MJ

88/21 Parking Outside of the Village Hall

LR advised that Snodland Town Council had updated that, based upon results of their recent parking survey, they have forwarded their recommendations to the TRO consultation. Once the formal TRO has been produced, this will be publicised by KCC through their normal formal consultation channels.

Item merged with item 03/20

Item Closed

04/22 Dropped Kerb Access Point on Village Green

SH noted that the council have installed a number of safe crossing points across HL.

Item Closed

05/22 Repairs To Water Feature At Front of The Community Entrance

MJ stated that Fairwaters (contractor) have got this back up and running but are to return to make some further repairs. NH requested details of the warranty for the new pump and works.

Action: Update on progress of repairs (RMG).

MJ

Action: Obtain details of warranty for works/parts (RMG).

MJ

10/22 ASB

SH reported that the next multi-agency meeting is due to be held on 14th September. She advised the meeting of the following points. BH have now ceased to pay for security. BH have received the replies to the fencing consultation; RMG are to discuss concerns with those who have responded "no" to establish if any issues can be overcome. The fence will not be installed at this current stage. Discussions are in place with SHG regarding ASB from SHG residents. The tree cuttings from the upcoming tree works will be placed inside the current fence at the boundary with the public footpath running alongside Woodlands Lake. (*Post meeting update from RMG- cuttings will not now be placed due to logistical restraints.*) Improved CCTV is now in operation. Reports of ASB has been noted throughout the development in particular in the play areas.

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

SH

13/22 Lambe Close Returfing

MJ advised that this is to be completed when weather allows (planned for late October).

Action: Update on progress of repairs (RMG).

MJ

15/22 Rill Cleaning

MJ reported that the new contractors, Fountaineers, will be instructed as soon as Fairwaters (current contractors) can be terminated. The intention is to terminate Fairwaters as soon as they have completed the fountain works.

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

MJ

6/22 Dog Droppings on The Village Green

MJ stated that an additional dog bin been has been ordered and TMBC will install it by the current waste bin on the green.

Action: Update on progress of installation of dog bin. (RMG).

MJ

20/22 Matthew Close

BH update - New ply has been installed, final making good to be done.

Item Closed

24/22 South East Water Rotten Hoarding

MJ reported that despite initially denying ownership, South East Water have begun work to repair/replace their hoarding & the Estate Manager is monitoring this work.

Action: Update on progress of repairs (RMG).

MJ

25/22 Road Adoption

MJ reported that Berkeley have completed some of the required works for the impending adoption.

Item merged with item 03/20

Item Closed

28/22 Access to RMG Living for SHG Residents

JH advised that SHG will be communicating with their residents and will then liaise with RMG.

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

29/22 Misuse of Communal Gardens

SH stated that there were still several recreational items outside the front of the property (157 Poynder Drive) including a barbeque. JH reported that communication had been made with residents and the original items had been removed prior to an inspection in July, but appear to have subsequently been replaced. SHG will communicate again with the resident to resolve this issue.

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

30/22 Poynder Drive Parked Car Obstruction

MJ advised that the car is parked on KCC land. Mirrors have been installed to aid drivers view.

Item Closed

33/22 Faulty gate – Primrose Close

JaS has agreed to ensure a demonstration is provided to one or two of the residents within the close to learn how to manually open the gate.

Action: Update on gate training of Primrose Close residents (RMG). MJ

37/22 Water and Electricity Meters Map

JaS reported that unfortunately due to other commitments this had not been compiled, but RMG would attempt to achieve it in the next two weeks. LR requested to be invited to the meter walk-about.

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

Action: Invite LR to attend the meter walk-about (RMG). MJ

01/23 Replanting of Buxus

MJ advised that the planting of *Red Robin* will take place when weather allows (October?)

Action: Update on progress of replanting (RMG). MJ

07/23 RMG Accounts

NH reported that most invoices have been provided & reviewing is underway by the volunteer group of residents. RMG have been requested to provide the copies of the Estate Manager's credit card receipts as these were not included. JaS reported that this was in hand.

Action: Provide copies of Estate Manager's credit card receipts (RMG). JaS

08/23 Takeaway Services

SH reported that she had discussed a voluntary donation with one vendor & there was no resistance to this suggestion, & she hoped that other vendors would feel the same. She proposed that the donations could be used to help fund the HLRA website. MJ advised that she had not heard back from RMG's legal team.

Action: Pursue donations with food vendors. (HLRA) SH

Action: RMG legal team to confirm situation regarding contract with vendors to formalise it as income versus donation. (RMG) MJ

12/23 Replacement Inspection Covers

SHW advised that she had sourced a plastic replacement cover, but these are not fit for purpose and a metal cover is required. MJ reported that she was still awaiting a response from BH.

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

13/23 Outstanding Gutter Leak SHG Block Booth Close

JH advised that due to a lack of specific details it was impossible to identify where this leak existed. She stated that there was no record of an SHG resident reporting it direct to SHG. She requested that if future defects are identified with SHG properties that specific block numbers be stated and if possible, photographs of the defect are provided. It was agreed to close this item.

Item Closed

14/23 Water Pump LVC

JaS reported that the water pump service contractor has confirmed that there are no faults with the actual water pump, but that the sensor may be too sensitive. RMG have requested the contractor (KGN Pillinger) provide a quote to replace the sensor.

Action: Provide quote to replace the sensor on LVC water pump.

MJ

15/23 Broken Roof Tiles Lamb Close

Estate manager confirmed no tiles are broken.

Item Closed

16/23 Internal and External Decorations Program

MJ advised that this information would be posted on the notice board outside the Estate Manager's office for residents to review.

Action: Apartment block decorating program to be displayed in notice board (RMG).

MJ

7/23 Wildflower Areas to Promote Bees

MJ reported that signs have been ordered & will be displayed once received. SH advised that she intends to liaise with the local beekeeper in the new year.

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

MJ

Action: NH to introduce SH to the beekeeper on HL. (HLRA)

NH/SH

20/23 Disposal of Grass Cuttings.

BH Update - In principle BH have no issue with the vacant land in Phase 14 being used for composting the grass cuttings but they are awaiting feedback from their planning team just to confirm that this will be compliant. Other actions are still being progressed.

Action: Costings for having the waste taken offsite (RMG)

JaS

Action: Estate Manager to discuss with onsite team regarding keeping the car park tidy and limiting deposits being made before 11am. (RMG)

JaS

Action: Research hot bins for low odour quick composting (HLRA).

SH

Post meeting update – this information has been sent to BH & RMG by SH.

7. Social media and newsletter

Deferred due to time restraints.

8. AOB

21/23 Parking Bays Outside Nursery Manley Boulevard

NH reported that these bays had been repainted and numbered during the recent repainting of Phase 3 parking bays. She stated that this has caused some confusion over 'ownership' of the bays and pointed out that they are for use by everyone not merely by the nursery. She was concerned that residents were being given inaccurate information by the estate team and asked that RMG ensure the team are aware of the legal situation.

Action: Estate Team to be updated on legal status of bays by nursery (RMG).

JaS

22/23 Gatehouse Maintenance and Repairs

SH reported that residents have complained that the posts at the entrance/exit to the estate were rotting at the top.

Action: Estate Manager to check the posts and arrange necessary repair.

JaS

23/23 Front of House Planting

SH reported that the flower beds in Manley Boulevard near the rills are looking very shabby & neglected. JaS agreed and explained that plants had been lost due to disease, but could not yet be replaced due to the hot weather.

Action: Update on progress of replanting (RMG).

MJ



Email: hello@holboroughlakes.uk

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

24/23 Park Repairs

SH advised that the playground at the top of Poynder had been vandalised. JaS stated that the Estate Manager had already been in contact with the contractor and arranged for repairs to take place, but no date was determined.

Action: Update on progress of repairs (RMG).

MJ

25/23 Damaged Manhole Cover Village Green

NH reported that there were two damaged manhole covers on the village green & a resident had reported tripping over one of the exposed holes. JaS advised that RMG were aware of one of the holes and had made short term repairs and were in the process of arranging for long term repairs. He stated that he would get the Estate Manager to check the area thoroughly for any other defects and will try to get these made good as soon as possible.

Action: Inspect manhole covers on village green & make good asap. (RMG)

JaS

Meeting Closed 20.36 hrs

Next Meeting: 7pm Monday 9th October 2023