



Minutes of the HLRA meeting on the 13th November 2023

Present: Sarah Hands (SH) (Chair), Keith Bristow (KB), Sam Hollingsworth (SHW), June Heslop (JH), Melanie Johnson (MJ), Lyn Roberts (LR), Claire Wych (CW).

Apologies: Annette Davies (AD), Sarah Fisher (SF), Jordan Howard (JoH), Nicola Hughes (NH), Jon Kanareck (JK), Angela Ogbe (AO), Matthew Shaw (MS), James Sturgeon (JaS), Claire-Louise Turnham (CT).

1. Welcome

2. Minutes of meeting held 9th October 2023- agreed. *(These minutes had not been uploaded to RMG Living London. MJ committed to ensure minutes are uploaded promptly.)*

3. Berkeley Homes Report

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

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

- a. We are pleased to announce Robert Butler has been selected as Head Gardener of Holborough Lakes. Robert brings a wealth of knowledge of gardening and landscaping from his previous roles and is looking forward to this exciting new challenge.
- b. The tree works contractors have two remaining areas that are yet to be addressed at the attenuation pond and Crossfield Walk. They expect the works to be completed by Friday 17 Nov.
- c. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
- d. 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.
- e. The rills and water features were serviced by our contractors on 16th October 2023.
- f. Southern Water have detected a water leak by the main water feature. BH are investigating the source of the leak. The water feature pumps have been shut down to prevent any damage to them.
- g. There is an increase of residents who smoke disposing of their cigarette ends into communal areas from their properties. This is illegal and we ask these residents to stop this behaviour and we would encourage residents who witness this behaviour to report the incident to TMBC.
- h. Our weed and feed contractors were onsite on 9th & 10th October and treated all hard & soft areas.
- i. On 25th October Thompson our environmental contractors inspected the pumps at Lakeview Court and 2 Walters Close.
- j. Our security contractors Spy alarms have inspected and serviced the alarm systems in the Gym.
- k. Estate manager ensured the lock at Champions Court bin store was repaired.
- l. Estate manager has produced a monthly list of outstanding remedial works that requires various contractors to quote for each of the tasks and will be liaising with contractors onsite to ensure the scope of works is correct.
- m. Estate manager coordinated contractors to attend to all issues related to a second leak within Providence House. Contractors will be providing quotes for the repair and decoration of the damage to the ground floor.
- n. Estate manager engaged with Northfleet services to clean the village hall carpet at no expense to the residents.
- o. Estate manager ensured that the lawn mowers were taken to CJB Machinery on several different occasions this month to repair the equipment.
- p. Estate manager programmed and issued new gym fobs to many residents after ensuring that the relevant gym induction had been completed by Educated Body.
- q. 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.
- r. Estate manager and estates team have planted turf in Lambe Close, Poynder Drive. Pachysandra has been planted adjacent to both rills at front of house and to 2 Walters Close surrounding areas. Six trees have been planted around the development replacing trees that were vandalised or diseased.
- s. 133 red robin shrubs were planted throughout the development replacing the Buxus shrubs that



were lost to disease and drought.

t. The estate team have distributed 40 tons of mulch around the estate.

u. Estate Manager IT upgrade was completed, as a result John Shaw's email address has changed to John.Shaw@rmg.london Unfortunately, the upgrade caused a fault with the gym fobs system. Estate manager was on hand to coordinate access to the gym and manage the repair of this fault.

v. Halloween week proved to be messy, the team spent additional time cleaning up smashed pumpkins from communal areas.

5. SHG Report (SHG)

5.1 Hyperoptic installation

We are still working with the Digital Infrastructure team at Southern to complete this work and all Southern residents will be informed when we have a go-live date.

5.2 RMG Living Website Access

We wrote to Southern residents in September 2023 to ask if you'd like to have access to the RMG Living website. The consultation period has now closed. Please be aware that our staff will only share details with RMG where we have been given permission to do so. No further action from you is required. More information about the integration process will be communicated by RMG. In the meantime, if you have any further questions about the process, please contact Angela at servicecentre@southernhousing.org.uk.

5.3 Reduce Fly Tipping

We have noticed an improvement in fly tipping across the estate, we are pleased to see that our concerns are being taken seriously and we want to thank you for your efforts. As part of this continuing work, please be vigilant and report any suspicious activity to Southern Housing at servicecentre@southernhousing.org.uk and 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 Recent Fires at Holborough Lakes in Southern Housing Properties

We understand that the recent fire incidents may have caused concerns or anxiety, and we want to assure you that we are working with the Police and other agencies to understand the cause and prevent future incidents. We are also reviewing any preventative measures needed to keep residents and the building safe and will engage to support residents immediately affected by these incidents. We are limited in what we can tell you at this time whilst our investigation is ongoing, but if you have any immediate concerns, please contact us on 0300 303 1773 where an advisor will be happy to help.

Fire safety advice You can help us by:

- Checking to make sure you have a working smoke alarm in your home. If you notice your smoke alarm not working or damaged, please contact our Service Centre and they can organise a replacement. You can call 0300 303 1773 and press option 1.
- You and anyone visiting your home is not permitted to smoke or vape in any public or communal areas.
- BBQ's and smoking/ vaping is not permitted on balconies at any time.
- Charging of batteries for electric scooters or bikes is strictly not permitted.
- Please keep landings, stairwells and lobbies clear of household items such as buggies, bikes, and pushchairs.
- All rubbish bags must be deposited securely in the refuse area, and nothing should be stored on balconies.

General emergency information

- Please follow your emergency plan, which can be located on the building notice board.
- In an emergency where life is at risk call 999 and clearly explain what you know about the situation.
- 101 can be used to report any non-emergency crimes that do not require immediate police response.
- Where appropriate report the incident to Southern Housing on 0303 303 1773, please also remember to have a crime reference number.

6. Ongoing Actions

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; "The adoption process is in three phases. Phase 1 is the section that was adopted several years ago, phase 2 encompasses the rest of Manley Boulevard and roadways west of the trim trail (primarily build phases 5 & 6,7,11). This phase has been signed off by the council, however BH remain responsible for the maintenance for a period of 1 year following this they will then be adopted. Phase 3 is the remaining section on east side of the trim trail & around the school (primarily build phases 8,9,10 & 14). Berkeley Homes are working with the council on some outstanding items before this will go onto 1 year's maintenance." The meeting was grateful for this clear update. Concerns were expressed at the finish to the table-top in Amisse Drive and the removal of the 'crossing' markings, as well as the time taken to complete the works.

Action: Update on progress of works required from BH.

SF

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

SH asked RMG if the operation of the sluice gate was safe to be carried out by one person. MJ advised that the Estate Manager (EM) was able to operate it by himself, but that it was challenging. The meeting requested that a video of the EM operating the gate be circulated to the committee to help assess if the gate was safe & fit for purpose.

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

JaS

Action: RMG to circulate video of gate operation.

MJ

16/21 **Cracked Bonded Paving**

BH provided the following written update; "Berkeley Homes has confirmed that a tarmac layer was installed as a base and the resin will then go on top of this. The contractors have advised they need a period of dry weather before installation can take place so a date for this is still to be confirmed." SHW expressed concern over the proposed similar works to be carried out in Barrow Hill & Primrose Close & the disruption this will cause to residents if a similar timeframe is involved.

Action: Update on progress of works. (BH)

SF

Action: Confirm BH will circulate communication to residents. (RMG)

MJ

ACTION: SH to follow up with SF at BH to get clarification as to when the bonding work will take place to Primrose & Barrow Hill and how the resin will be replaced over the Tarmac pathway

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

Berkeley confirmed that the works had recommenced & that McCoda are working their way around the affected areas when weather permits. KB expressed concern over the durability of the work if the cobbles are not of the correct size. SH reported that SF had not confirmed that the correctly sized cobbles had been sourced. The meeting agreed that the works would be monitored by committee members. (Currently taking place in Poynder Drive locations.)

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

SF

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

SF

Action: All HLRA members to observe & report on progress of work.

HLRA

ACTION: SH to seek clarification from SF on the block sizes

35/21 **Update on Fibre Installation**

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**

MJ continues to chase Savills and C&A Landscape. Concerns were expressed over the length of time a resolution was taking. SHW queried compensation for damage to property caused by the overgrowth & agreed to send photos of the damage to MJ.

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

MJ

Action: Send photos of damage to MJ (HLRA).

SHW



57/21 Estate Maintenance

Further discussions are needed amongst the Estate Maintenance sub-committee.

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

SH

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

MJ has requested quotes from two other RMG contractors & is awaiting receipt of these. Once received she will forward these to the HLRA for discussion prior to the next meeting.

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

BH state these works are not subject to any warrantee/guarantee as they are repairs not new works. The meeting felt that any parts installed should be covered by a warranty and asked for this to be confirmed. It was noted that Southern Water have detected a water leak by the main water feature. Berkeley Homes are investigating the source of the leak. McCoda and BH technical team are working together to locate the leak. It is believed it is a different pipe to what was repaired previously. It was agreed that until the leak was identified termination should not be given to Fairwaters.

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

MJ

10/22 ASB

No further multi-agency meeting had taken place. The committee expressed disappointment at the degree of ASB over the Halloween/Guy Fawkes period. Residents are encouraged to report any incidents of concern to the police and to avoid posting inappropriate comments/photos on FB as these can hinder any police investigation.

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

SH

Action: Include JH in ASB Group circulations.

SH

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

33/22 Faulty gate – Primrose Close

SWH reported that she had been trained to manually open the gate & was encouraging other Primrose Close residents to learn how to undertake this task. RMG expressed the need to ensure that the gate is tied back if it is manually opened to prevent the risk of damage to vehicles passing through. MJ agreed to prepare a leaflet of instructions to circulate to Primrose Close residents.

Action: RMG prepare leaflet of instructions.

MJ

37/22 Water and Electricity Meters Map

LR updated the meeting that the meter walk-about was carried out & the locations of most of the electric meters were established. She expressed her frustration that this process had taken 2 years to complete from when first requested. Four meters could not be located or were thought to be redundant (but still incurring standing charges). RMG are making further enquiries to confirm details prior to publishing meter map & will arrange for redundant meters to be disconnected. In addition, it was identified that the communal electric meter in Water's View was defective- RMG are reporting this to the appropriate contractor. MJ committed to resolving the issue with the redundant meters by the end of the year to prevent further unnecessary charges to residents.

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

MJ

Action: Identify obsolete meters and arrange disconnection.

JaS

Action: Repair/replace defective electric meter Water's View.

JaS

26/23 LVC High Electricity Usage.

Productive discussions ongoing.

Review LVC electricity usage, (RMG & HLRA)

LR /JaS

08/23 Takeaway Services



SH continues to review the proposed contract.

Action: Pursue donations with food vendors. (HLRA)

SH

12/23 Replacement Inspection Covers

RMG have the specification of the drain covers from Berkeley technical team, but all attempts to source **metal** covers have failed thus far. MJ will go back to BH expressing the view that plastic ones are not fit for purpose.

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

MJ

7/23 Wildflower Areas to Promote Bees

Signs will hopefully be in place before Christmas 2023.

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.

RMG reported that BH request a proposal before confirming if they will make a financial contribution to any hotbins. The EM has expressed concern that these bins would not be of a capacity to cope with the waste produced by the estate maintenance. SH volunteered to research larger commercial size bins; MJ observed that these could prove problematic for the Estate Team to empty waste into. MJ advised that BH had requested an urgent update as to the landscaping requirements for the proposed hotbin site area. A discussion took place as to the options available & JH expressed the requirement to consider the H&S of nearby SHG residents in order to reduce the risk of this area becoming a hotspot for ASB. SH expressed the view that the grass waste would possibly need to be taken off site as the current disposal site near Booth Close was becoming filled to capacity. LR recalled that the EM had prepared a report of disposal options & suggested this be circulated to the HLRA for discussion.

Action: Source appropriate Hotbins & consider other options.

SH

Action: Circulate EM report for consideration of options by HLRA.

LR

22/23 Gatehouse Maintenance and Repairs

RMG have reached out to two contractors for quotes and will circulate these prior to the next meeting.

Action: Obtain quote for repair.

MJ

4/23 Park Repairs

RMG have been advised that there is a delay on the parts but are hopeful repairs will be made in the next few weeks.

Action: Update on progress of repairs (RMG).

MJ

27/23 157 Ivy Poynder Drive

JH thanked the Estate Team for their efforts in removing the ivy from the front elevation of the building. She asked that they return to deal with the remaining ivy growing around the entrance to the block.

Action: EM to attend to remaining ivy 157, Poynder Drive.

MJ

01/23 Replanting of Buxus

Red robin being planted.

Action Closed

13/22 Lambe Close Returfing

MJ reported that the turf had been re-laid.

Action Closed

23/23 Front of House Planting

Planting completed.

Action Closed

25/23 Damaged Drain Cover Village Green

All covers repaired.

Action Closed

29/22 Misuse of Communal Gardens

Area tidied & offending items removed.

Action Closed

7. Social media and Newsletter

SHW reported that she had completed production of a new website for the HLRA. She was thanked for her hard work as this will support our interaction with residents. SH, CW & LR volunteered to assist with inputting content.

8. AOB

8.1 Damaged fence near LVC car park

SHW reported that the fencing along the edge of LVC car park is broken & dangerous.

Action: RMG to repair fencing near LVC car park.

MJ

8.2 Fire in SHG bin store & fire in SHG block.

(See SHG Report item 5.4 above.) JH acknowledged how concerning these incidents are to nearby residents. SHG is writing to those residents most closely affected by the fires to reassure them. She noted that some posts on the community FB group had been speculative and unhelpful. The police and fire brigade's initial investigations tend to suggest that the fires were accidental and there are no individuals under current investigation.

8.3 Insecurity at SHG apartment block. (SH)

A SHG resident had contacted the HLRA regarding concerns about the ongoing insecurity of his apartment block. Unfortunately, due to technical issues communication had been restricted & full details were not available to share with SHG at the time of the meeting but have subsequently been forwarded. JH advised that all the SHG blocks had originally been fitted with door entry systems, but unfortunately over time these had ceased to work, and the parts were no longer available to repair them. Future options to replace these entry systems were being explored by SHG. This issue will be discussed further.

Action: Discuss insecurity SHG block.

HLRA & SHG

8.4 Holborough Road resident causing damage to HL land. (SH)

Photographic & video footage had been gathered which evidenced an HGV delivering to the rear of a house in Holborough Road by driving through the car park and over the grass verge in Pollyfield Close. Because of this the turf had been destroyed over a large area and fly tipping had occurred. The meeting was appalled at this behaviour & expressed the view that HL residents should not have to pay for the damage caused. It was noted that the HLRA minutes for January 2021 recorded the following – "BH have no knowledge of any agreement with residents of Holborough Road to maintain access to the 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: RMG to contact police & council to report incident.

MJ

8.5 Christmas Lights

It was agreed that Christmas lights would be displayed on the estate from Friday 1st December in the same way as last year.

Action: RMG to arrange display of Christmas lights.

MJ



As there is no meeting in December the committee expresses Seasons Greetings to all Holborough Lakes' residents, and we look forward to continuing to support you in 2024.