



Email: hello@holboroughlakes.uk

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

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

Present: Christine McGrath (CMG) (Chair), Annette Davies (AD), Sarah Hands (SH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Jon Kanareck (JK), Heli Sarin-Yates (HSY), Lyn Roberts (LR).

BH representative: No one available.

RMG representative: Mohamed Benyermak (MB),

SHG representative: June Heslop (SHG), Angela Ogbe (AO).

Apologies: Sarah Fisher (SF), Christina Moir (CM), Adrian Soper (AS), James Sturgeon (JaS).

1. Welcome

The Chair informed the meeting that Paul Goldup had resigned due to personal commitments preventing him from committing time to the HLRA. He was thanked for his efforts in supporting the community. The Chair also updated the meeting that LR had stepped down from the role of Secretary due to personal commitments and that this position was now vacant. Volunteers for the role were sought. LR advised that she intended to step down from the committee in January but would like to use the next month to offer a supportive hand-over to the new Secretary. **Volunteers to join the committee are being actively sought- please contact us at hello@holboroughlakes.uk if you are interested.**

2. Actions Outstanding From Previous Meetings

Sarah Fisher was unable to attend the meeting and BH did not send a representative. No updates to BH's actions had been received prior to the meeting. Therefore, the following actions were regrettably held over until the next meeting;

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

1/20 Action: Confirm repairs to bandstand area completed. (15/11/21) SF

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

2/20 Action: Update ref old service road. (15/11/21) SF

23/21 Details of Communal Satellite Dishes.

23/21a Action: Update ref satellite dish report. (15/11/21) SF

35/21 Fibre Broadband Installation

35/21 Action: Update ref fibre broadband. (15/11/21) SF

77/21 Sky Q Communal Aerial Issue

Action 77/21- Confirm apartment blocks have full access to Sky Q. (15/11/21) SF

8/20 & 1/21 Lake Maintenance & Hand-over Process

8/20 Action: Updates on specialist report. (15/11/21) SF

3/20 Proposed TRO Jeffrey's Lane & Pedestrian Crossing

3/20 Action: Update ref TRO/pedestrian crossing/20mph signs (15/11/21) SF

16/21 Flooding On Trim Trail

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

25/21 Access Path Mathews Close/ Trim Trail

25/21 Action: Update ref path Mathews Close/ Trim Trail (Ongoing) SF

76/21 Costs of Painting of Estate Frontage

76/21 Action: Check with SF if BH are responsible for some of these costs. (15/11/21) SF

17/21 Cobbles Booth/Alisander/Poynder

Surveyor will be attending the site on 20/10/21.

17/21a Action: RMG liaise with TMBC ref cobbled areas adopted roads. (15/11/21)

MB

17/21b Action: Map of defective cobbled areas to be updated. (15/11/21)

MB

17/21d Action: Identify contractors who laid/repared cobbles (15/11/21)

SF

17/21e Action: Update on surveyor's findings (15/11/21)

MB

48/21 Overgrowing Plants From Tarmac Land Alisander Close/Booth Close

The Estate Manager held a meeting with Tarmac contractor and identified areas in need of attention in September. Waiting to hear back from Savills ref quote for work.

48/21 Action: Contact Savills for an update. (15/11/21)

MB

51/21 CCTV quotes

RMG advised that Global detection system has not provided a quote, therefore one has been requested from Complete Security Installations. This will be shared with the HLRA.

51/21 Action: Check out SHG's CCTV quotes requirement. (15/11/21)

AO

51/21 Action: Obtain 3rd quote & circulate, (15/11/21) (*Post meeting note: 3rd quote received and circulated to members*)

MB

51/21 Action: Establish need to communicate with residents & how best to seek their opinions. (15/11/21)

MB

57/21 Estate Maintenance

RMG are still awaiting plans from BH ref Phases 1 & 2 in order to draw up a comprehensive plan of the estate detailing all areas of managed land. BH are apparently saying they no longer have such plans. The committee expressed disbelief at this and asked that further attempts be made to obtain these plans.

57/21 Action: Draw up a comprehensive maintenance plan detailing work required on all areas of managed land. (15/11/21)

MB/JaS

71/21 Poynder Pond.

RMG confirmed that Fairwater's maintenance charges would not increase due to there being two pumps in the pond. The committee expressed concern that the additional pump would however incur additional maintenance costs if it developed a fault and increase the electricity charges for the pond. As the pump has not yet been placed in situ the committee asked that this decision be reconsidered by BH & RMG. Any resident unhappy with the decision to increase the service charge to cover these additional maintenance costs to maintain fish in Poynder pond can email James Sturgeon expressing their discontent. (james.sturgeon@rmg.london)

71/21 Action: JaS to reconsider decision to maintain fish in Poynder pond in the light of increased energy costs.

MB/JaS

72/21 Defibrillator.

RMG have obtained an electrician's quote of £750 + VAT to install the defibrillator at the front of the gym. NH requested another quote be obtained. HSY asked if a local electrician volunteered to install it free of charge/at low cost would RMG permit this. MB explained that RMG would need to check the contractor's status before granting permission. HSY reported that £800 of contributions had been received from residents via the GoFundMe page and a further £134 was raised by cake sales. The committee expressed their gratitude to residents for this great community action. HSY agreed to research sourcing the equipment & training packages.

72/21 Action: Research sourcing defibrillator & training packages. (15/11/21)

HSY

72/21 Action: Obtain further quotes for installation of defibrillator. (15/11/21)

MB

72/21 Action: HSY to identify local electrician for installation quote to RMG (15/11/21)

HSY

73/21 Litter Bins

RMG have been advised by TMBC that the litter bin in Pollyfields is for dual use (refuse and dog waste). Other litter bins are emptied by the estate team – residents are requested not use them for dog waste. House & car waste are not permitted in any bins.

Action Closed

75/21 Marking of Visitor Parking Bays Behind 60-70 Manley Boulevard Gate

No action has been taken on this by RMG. The committee expressed unhappiness with this. It was emphasised that the maintenance of this gate is paid for by ALL residents out of their Estate service charge. This charge has been challenged by HLRA in the past as being inappropriate because other gates on the estate, such as those at Whitby, Elderwood & Primrose Close, are maintained at the costs of only the residents who live behind them. RMG have explained in the past that the reason the Manley Boulevard gate is maintained by all residents is because there are visitor parking bays behind it which can be used by ALL residents and the gate is open to all. (A driver merely needs to drive up to it and it will open.) The committee emphasised that the visitor bays behind this gate were part of the original planning application and are intending for use by all visitors not merely those visiting the nearby houses. These visitor bays are marked on the estate master plan.

(Post meeting note: RMG has agreed to rectify this situation and re-install the plaques and write to the residents in the cul-de sac there first informing them that plaques will be installed and should they be removed then big 'V' signs will be painted on the bays.)

75/21 Action: Mark visitor bays behind Manley Boulevard gate. (15/11/21)

MB

80/21 Cleaning of the Gym

HSY expressed her continued dissatisfaction at the standard of cleaning in the gym. MB explained that the contract is for the cleaner to attend Monday to Friday, excluding bank holidays 30 minutes attendance each day. Previously cleaning of the machines was not within their remit however RMG have now agreed with the cleaners that they will increase their attendance by 30 minutes a week on a Wednesday and they will spend this half hour cleaning the machines. RMG will trial this for a month to see if there is an improvement. HSY stated this was unacceptable – she expressed the view that the mat areas need mopping every day as an H&S issue as they are very dirty. HSY agreed to meet up with MB & the cleaning contractor to discuss an appropriate cleaning schedule.

80/21 Action: Arrange meeting to discuss the cleaning in the gym. (15/11/21)

MB

80/21 Action: Provide cleaning schedule to HSY. (15/11/21)

MB

81/21 Gym Equipment Maintenance

RMG reported that all treadmills have been fixed but that they are awaiting confirmation of repair to the broken weight cable which should have been carried out by the end of Friday 15/10. HSY reported that one of the treadmills was again out of use. She expressed surprise at the frequency of break downs with the new machines.

81/21 Action: Contact Educated Body to repair treadmill & express concerns ref dependability issues with the new machines. (asap)

MB

46/21 Defective Guttering on Booth Close Bin Store & other issues. (SHG)

SHG had not received an update from their surveyor in relation to these issues. Concern was expressed at the length of time this was taking and it was requested that the matter be expedited. JH informed the meeting that the surveyor had recently attended the estate to address a bad leak flooding into the road. SHG will check with him if he has attended to the guttering and report back.

46/21 Action: Obtain an update on guttering Booth Close Bin store. (15/11/21)

AO

46/21 Action: Check bin store locks. (15/11/21)

AO

69/21 SHG Booth Close Properties Lost Vent Covers

NH raised concerns over the condition of the SHG properties in Booth Close, particularly the missing vent covers. JH explained that SHG were in discussion with BH regarding the missing vents as there is a debate regarding the impact of the BH scaffolding on the vent covers. NH expressed strong concerns about the overall presentation of these buildings. JH explained that SHG have a re-decoration policy which must be followed. At a previous meeting AO had informed the committee that the buildings in Booth were last decorated in 2016 & are due to be redecorated externally in 2023.

69/21 Action: Address issue of missing vents Booth Close. (15/11/21)

JH

66/21 SHG Bin Stores Misuse by non-SHG Residents

SHG happy with resolution.

Action Closed

67/21 Gardening and Landscaping in SHG Areas Schedule

JH reported that she was still in discussion with RMG regarding an acceptable gardening schedule & had sent an example of a schedule template for RMG to consider. JH suggested that this sample template may be of use for implementation throughout the whole of the estate and she offered to share

it for the committee to consider if it would be useful. This led to a discussion regarding dissatisfaction with the maintenance of the estate in general and the need for an agreed schedule.

67/21 Action: RMG to agree a gardening schedule with SHG.

MB

67/21 Action: JH to send suggested template to CMG for circulation to other members (post meeting update: completed)

JH/ CMG

(MB was forced to leave the meeting at this time due to technological problems.)

68/21 Amiss Drive/Pollyfield Close CCTV

It was identified that if there were ASB issues in Pollyfield Close then this needed to be reported to the Estate Manager in order for him to liaise with the CCTV company to identify whether there was any useful data to identify offenders.

68/21 Action: Inform residents to notify Estate Manager of ASB incidents. (15/11/21)

AO

60/21 Alisander bin store repairs/decoration

AO reported that she believed this to have been addressed.

60/21 Action: Check Alisander bin store repairs have been addressed. (15/11/21)

CMG

61/21 Untidy Front Gardens of Properties Edwards Close

This area is now tidy.

Action Closed

JH requested that **Action 9/21** be reopened. SHG are still in discussion with RMG/BH ref improvements to this area prior to its hand-over to RMG and they would like an update on progress.

9/21 Action: Update on Amiss Drive roundabout landscape improvements. (15/11/21)

MB

78/21 SHG Parking Policy

JH reported that SHG are looking at introducing a new company to cover the SHG car parks. They will be holding a virtual meeting with their residents on 10/11/21 to answer residents' questions regarding this. An SHG Community Involvement Team member will also attend this meeting to discuss residents' involvement opportunity.

Action Closed

79/21 Resignation of Chair & Secretary

There were no volunteers to take over these roles. AD suggested that the roles could be taken on a rotating basis by different members of the committee. Both CMG & LR stated that they would draw up a guide to assist their replacements. The committee also identified the need to recruit new members.

Volunteers to join the committee are being actively sought- please contact us at

hello@holboroughlakes.uk if you are interested.

79/21 Action: Create HLRA recruitment flyer. (asap)

SH

16/20 Flashing speed signs

Speed signs cannot be installed until after the TRO is in place.

16/20 Action: Awaiting implementation of TRO. (ongoing)

CMG

52/21 SIG Social New Members

A group of 4-6 volunteers are actively assisting with social events on the estate. The committee expressed their gratitude.

Action Closed

55/21 'Holborough Lakes Welcomes Safe Drivers' Sign.

SH had passed info to SF- awaiting update.

55/21 Action: Update on 'Safe Driver' sign. (15/11/21)

SF

34/21 Potential Locations For EV Charging Points

CMG wrote to Snodland Town Council about EV charging points. She received the following replay- *The matter of Electric vehicle points has not yet been discussed in great detail by the Town Council. I understand that Tonbridge and Malling will be looking at a phased introduction in their car parks in the future, however due to the limitations relating to electricity supply, it is not in the early stages of their planning, however this does not form part of the parking review. Any initiatives that the Town Council look at would only be possible on Town Council Owned land and I therefore assume that Berkeley Homes would be responsible for looking at these for the development.*

The committee was disappointed at this response and the lack of initiatives by BH regarding this issue. It was noted that there are charging points available at the new McDonalds & Costa site close to the estate. The committee felt they could do no more on this issue at this time. **Action closed.**

The following action was agreed as 'Closed':

70/21 Checking of Contractors Work

Contractors must check-in with Estate Manager upon arrival. Upon completion of works they must report back to him for confirmation that the work has been completed to a satisfactory standard. The Estate Manager then emails RMG confirming payment can be made. If the work is unsatisfactory the Estate Manager will advise both the contractor and ask RMG to follow this up. Residents who are unhappy with the standard of work provided by contractors should report this to RMG. **Action Closed**

3. RMG Organisation Updates – October 2021

1. The rills and water features were serviced on 01 October.
2. The lifts at Lake View and 2 Walters Close were serviced on 20 September.
3. The gym equipment contractors have inspected and repaired various machines throughout September and October.
4. Residents are politely reminded to clean up their dog waste whilst exercising their pets.
5. 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.
6. The contractors begun the tree and vegetation works on the lake frontage on 30 September.
7. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
8. Inconsiderate and dangerous parking should be reported to the Police on 101 or file a report online to Kent Police. The PCSO for Holborough Lakes can also be contacted via email Samir.patangwa@kent.police.uk. The estate manager can also assist with non-urgent matters on parking and can instruct UKPC to serve parking charge notices on un-adopted roads.
9. The village hall is taking bookings for children's parties and class bookings. Contact the estate manager who will be able to assist all enquiries.
10. The Poynder play park surface has been repaired after it was vandalised by youths

4. SHG Report – HLRA Meeting 18 October 2021

Repair App

Over the past year Southern Housing Group have explored options for a new Customer Portal, to provide a better digital service for our customers. They found that at the Group they manage high volumes of calls about repairs from customers, and by delivering a digital repairs solution it will add real benefit.

The online repairs solution will allow staff and customers to raise, schedule and track a repair. It was rolled out to residents earlier this year, staff have been given access to the app. The app makes it easier for staff to log repairs while out and about on their Schemes.

Annual Gas Check

SHG are currently 100% compliance on gas servicing in Holborough Lakes. Residents have been very cooperative; have continued to give access to the gas contractors to carry out the annual gas service when due

The Group's CCTV Programme. The Group has fully implemented audit recommendations to bring SHG CCTV up to a compliant level in line with the UK GDPR 2021.

The Group is in the process of developing the framework for the procurement of a contractor to undertake servicing and repairs, and will soon be developing new policies and procedures to ensure CCTV is regularly reviewed and remains compliant with any changes to Privacy Law. (AO confirmed that this relates to instances where SHG install CCTV within their blocks.)

SHG partners with New Skills Academy to provide employment support to SHG residents

Southern Housing Group understand that many of their residents may face increased job insecurity and as a result, may be forced to re-consider their career paths. Therefore, they have teamed up with the New Skills Academy to offer free lifetime courses for those who would like to gain new skills and qualifications. The New Skills Academy offer over 700 online courses, covering a wide variety of subjects such as admin, computing, food safety, hospitality, tourism, cleaning, beauty, and animal

care. All the courses are fully accredited and provide certification at the end of a successful completion.

Any Southern Housing Group resident that would like support and the opportunity to gain new skills and qualifications to help with their career plans can access the courses by contacting community.investment@shgroup.org.uk

5. Communication From Residents

5.1 Are Arriva Buses Ceasing Service To Estate?

Arriva bus driver allegedly informed resident that from December 2021 buses would no longer drive through HL estate as 'BH is not renewing the contract'

Unable to progress as SF not present – held-over to next meeting.

5.2 Breaches of Covenants

Are BH or TMBC going to act in relation to breaches of covenants including doors on car ports and over-sized garden buildings?

Unable to progress as SF not present – held-over to next meeting.

5.3 Request for SHG residents to be permitted to join HLRA committee.

Proposed response to this request –

"We recommend that you liaise with SHG and ask them if you can set up a Tenant Led Forum.

If you go to the SHG website and follow this link <https://www.shgroup.org.uk/your-home/resident-involvement/ways-to-get-involved/> you will find the following description of what a Tenant Led Forum

is: *You can set up a group of people who have a mutual interest or similar circumstances and goals. They are normally made up of local people some of who will be directly involved with the running of the group by being a committee member. Groups often meet to campaign for local issues and to provide activities and events that can bring people together. We can support community groups to get started and to develop key skills.* In addition to the above Housing Associations are required by the Regulator of Social Housing to comply with the "Consumer Standards". Within the Consumer Standards there is a requirement under the Tenant involvement and Empowerment Standard for your Landlord to listen to tenants and take their views into account. We have attached a copy of this for your records. *(Document will be made available on the HLRA website for a short period of time.)* We are keen to listen to the views of SHG residents on Holborough Lakes, but this has to come directly from the SHG personnel. We would strongly urge that you write formally to SHG and ask them to support you in setting up a Tenant Led Forum to allow you and your fellow residents to campaign for local issues. If those issues then touch on the wider Holborough Lakes community they can be raised through the proper channels, which in this case would be to raise them at the HLRA meetings through the SHG representative. Otherwise, there is a danger that by working directly with SHG residents we could unwittingly agree issues that SHG residents don't have the authority to sign off. SHG residents need to work within the SHG framework as they are your landlord.

We acknowledge that this may not be the answer you were looking for, but the formal arrangements ensure compliance with SHG policy and it is important to HLRA that this is maintained. We also hope the positive suggestions made in the correspondence will help you set up your own group which can represent SHG residents living on Holborough Lakes and allow your voice to be heard."

Agreed by all that this was a reasonable response. (Reply sent out by LR on 18/10/21)

5.4 Lack of Maintenance Lamb Close

Grassed area in Lamb Close where scaffolding was, is being neglected by estate team and weeds are growing uncontrollably.

Unable to progress as MB no longer present – held-over to next meeting.

6. AOB

6.1 Apparent Breach of Covenant Amisse Drive

Unable to progress as SF not present – held-over to next meeting.

83/21 Action: Trellis Amisse Drive to be discussed at next meeting. (15/11/21)

SF

6.2 Dropped kerb access point on Village Hall (SH)

Unable to progress as MB not present – held-over to next meeting.

6.3 Repairs to Water Feature at front of estate. (CM)

Unable to progress as MB not present – held-over to next meeting.

6.4 Reducing the impact of fuel charge increases on service charge costs (CMG)

Unable to progress as MB not present – held-over to next meeting.

Next meeting on Monday 15th November 2021 at 7pm via Zoom.

Meeting closed 9.00pm

Appendix A **Actions By HLRA Committee Members Outside of Meeting**

1) AS is working with Arriva buses and TMBC Councillor Paul Hickmott to address the issue of buses driving at excessive speeds and dangerously along Manley Boulevard and the bus lane. (AS will also liaise with Arriva regarding point 5.1 of these minutes)