



*Volunteers to join us are sought; email [hello@holboroughlakes.uk](mailto:hello@holboroughlakes.uk)*

## Minutes of the HLRA Meeting 13<sup>th</sup> January 2025

**Present:** Sam Hollingsworth (SHW) (Meeting Co-Chair), Lyn Roberts (LR) (Meeting Co-Chair), Shelby Ellis (SE), Liana Berkeley-Hill (LBH), June Heslop (JH), Ross Hollingshead (RH), Paul Hoskins (PH), Nicola Hughes (NH), Melanie Johnson (MJ), Angela Ogbe (AO), Claire Wych (CW),  
**Apologies:** Annette Davies (AD), Keith Bristow (KB), Ashley Hasler (AH), James Sturgeon (JaS).

### 1. Welcome

**2. Minutes of meeting held 11<sup>th</sup> November 2024-** minutes agreed & are available on HL notice boards & will soon be available on RMG Living (London).

### 3. Berkeley Homes Report

RH provided updates which are recorded under the appropriate action in Item 6 Ongoing Actions.

### 4. RMG Report Organisation Updates – January 2025

- Drainage contractors inspected, unblocked and cleaned drains at Steadman Close.
- Two vehicles that were not roadworthy were reported to TMBC for enforcement action and removal from Holborough Lakes.
- UKPC the parking contractors for the unadopted areas on the development have been working with the estate manager to identify vehicles that are parking illegally.
- Estate manager facilitated our electrical contractors to inspect and repair various light bollards reported as faulty.
- The estate manager facilitated various contractors, Axa Lift Insurers, Weed n Feed, Machinery repairs, Legionella inspectors. Thompson Environmental.
- There have been recent examples where residents are allowing or giving access to their friends or family to enter the gym and use the facilities.
- Estate manager has produced a monthly list of outstanding remedial works that requires various contractors to quote for each of the tasks.
- 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.
- The contractors responsible for the upkeep of our water features have had their contract terminated. We have re-engaged with Fairwater who in one visit cleaned both rills to a very acceptable standard.

**Village Hall Hire-** The Village Hall Income was £125 for December. **(Residents can hire hall. Cost of hire is £12.50 an hour and can be booked via the Estate Manager [john.shaw@rmg.london](mailto:john.shaw@rmg.london))**

### 5. SH Report

#### Bin Store Reinstatement & Fly Tipping

Works to repair and reinstate the bin store at 4 Edwards Close have started. TMBC has been notified about the works, and they will be replacing the burnt-out bins once the works are completed. TMBC will continue with the 2nd weekly collection every Thursday until the bin store is restored. SH will have more detail regarding the works programme and timeline they will provide an update.

#### New Lawn

Thanks goes to Southern Housing Estate care team. The team have laid new lawns at both 150-178 Poynder Drive & 157 Poynder Drive as part of an environmental improvement project. The changes to these gardens have made the area more visually appealing and it will help to improve community spirit.

#### Grounds Maintenance

Thanks to John Shaw and his Grounds Maintenance team for agreeing to schedule the grounds maintenance for the Southern Housing areas for every five weeks. This will help both staff and residents who will be included in estate walkabouts going forward. John has confirmed that the second visit of this programme will commence Monday 13 January and every five weeks thereafter subject to weather or reactive maintenance issues.



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## **6. Ongoing Actions**

### **25/22 Road Adoption Plan**

RH – The adoption of roads is being progressed by KCC. (NB. Not all roads will be adopted; KCC will take over responsibility for only the main roads of the estate. RH confirmed that this will include the bus lane.) SHW raised a query on behalf of a resident regarding the removal/re-painting of yellow lines. RH requested the details be forwarded to him to provide a response. JH requested that residents be advised of any roadworks in advance to reduce any disruptions. RH confirmed this would be done

**Action: Provide update on adoption of roads. (BH)**

**RH**

**Action: Provide response to resident ref yellow lines. (HLRA/BH)**

**SHW/RH**

### **16/21 Cracked Bonded Paving**

McCoda are going to return to scrape and relay the surface and potentially the base along the trim trail. This will be completed when the warmer/drier weather allows, and BH will continue to monitor it. Primrose Close will not be actioned until this work has been completed.

**Action: Confirm any warranty for these works. (BH)**

**RH**

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

**RH**

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

RMG have experienced difficulty finding a risk assessor to carry out an assessment of the lake level equipment. They have drawn up a detailed specification regarding the requirement of an operational risk assessment & will take this to 3 risk assessors to arrange for one to carry out the process.

**Action: Provide update on risk assessment. (RMG)**

**MJ**

### **45/24 Legal Status of Wooded Area at Rear of LVC**

RH advised the meeting that the wooded area situated behind LVC up to the boundary fence is managed land. He displayed several maps of the area to support this contention. Several members of the committee expressed concern about the security of the boundary fence and the potential access to the area and the lake. RH stated that this fence was fit for purpose and that causing damage to it entailed a concerted effort with tools and not merely a casual venture. JH suggested a risk assessment be carried out of the fence and the area. RH agreed to this and to include a risk assessment of the wooded area to check the safety of the trees. PH expressed concerns about liability if persons were harmed. CW asked if more 'Deep Water' signage would be useful. RH was confident that a risk assessment would cover both these points as it would demonstrate reasonable actions had been taken to make the location secure & safe as far as was reasonably practicable.

**45/24 Action: Provide update on risk assessment of wooded area LVC. (BH)**

**RH**

### **25/24 Update ref ASB Fencing**

RH will circulate an illustration of the proposed fence to the committee. He stressed that this erection would be at residents' costs and would only go ahead with the support of the community. BH would welcome the HLRA opinion on the issue as this would give an indication of the feelings of residents, but BH would, if necessary, confirm residents' opinions before any erection took place.

**Action: Update on crime-prevention fencing. (BH)**

**RH**

### **37/22 Management of Electricity Meters**

The following response was received from RMG in answer to a question as to what the process was for handing over responsibility for electric meters from BH to RMG (residents' cost) - "Berkeley Homes accounts team notify EON to transfer billing details over to RMG when a meter is in an area handed over to RMG. RMG then change the supplier over to Pozitive Energy assuming the account is clear." In relation to concerns that a number of electric meters are obsolete, but residents are paying standing charges on them (*circa £300 a year per meter*), RMG reported the following – "RMG have carried out extensive enquiries including numerous site walks with the Estate Manager, PM, Head of New Business & Berkeley representatives to try and locate these meters. Two were unable to be identified. RMG then sent a representative from MPAS (Meter Point Administration Service) to try and locate these meters, but they too were unable to find them. As such, the next step is for RMG to apply to the DNO (Distribution Network Operator) in the area to confirm these two meters do not actually exist and then RMG can



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proceed with the paperwork to stop further invoices. Due to the extensive nature of the investigation, RMG Utilities team have been requested to notify Pozitive Energy that any further invoices will not be paid as RMG are disputing these meters.

Theses meter numbers are:

MPAN 1900090947609, MSN S12B220893 (Non Postal Feeder Pillar 2 Manley Boulevard ME6 5GB)

MPAN 1900090787023, MSN D11W559584 (Feeder Pillar B Holborough sales & Mark Opposite 48 Higham Ave ME65GE)"

RMG stated that the other five meters which the HLRA have queried as potentially obsolete have been located and RMG know their location & what these meters are necessary for. However, they did not provide further information specifying the location and circuit use of these meters.

LR expressed her intense frustration at the apparent procrastination over resolving this issue as it has now been ongoing for 16 months. She expressed her concerns that residents' money was being squandered paying for meters which were not connected to a live circuit but were incurring ongoing standing charges potentially accumulating to tens of thousands of pounds over the years. To reassure residents that these charges were reasonable and necessary she had sent an email to JS on 10/01/25 requesting precise locations and circuit details for these 5 meters. She hoped she would receive a reply before the next meeting in February 2025.

**Action: Provide update on the progress of closing the accounts for the two known non-existent meters. (RMG)**

JaS

**Action: Provide locations/circuits of 5 potentially obsolete meters. (RMG)**

JaS

#### 85/21 Reducing the Impact of Fuel Charge Increases

Water Feature Timer – MJ reported that two electricians have now advised that they cannot easily install this due to the confined space. She stressed that as mentioned before regularly switching off the water feature will potentially cause staining, and algae build up on the steel & that installing a timer would not be cost effective. The committee voted in favour of continuing to pursue the installation of a timer. They also requested that a cost benefit analysis be carried out to establish the potential savings made by installing a timer. *(Post -meeting-these actions have been placed on hold pending further discussions.)*

#### Replacement of LED bulbs in bollard lights

RMG plan to complete the replacement bulbs works as a phased project over two financial years – starting this year with the front half of the development and completing the second half in 2026

#### Heaters Village Hall

CW reported that two of the heaters appear to be defective.

**Action: Update on progress of replacing bulbs in bollard lights.(RMG)**

JaS/MJ

**Action: Investigate defective Village Hall heaters. (RMG)**

MJ

#### 29/24 Provide Update ref Refunds for High Electricity Costs in 2023

RMG have been working on transferring the meters at Holborough to smart meters which provide actual readings to the energy providers at regular intervals. This will improve the accuracy of future billing across the development. 31 out of 39 meters at Holborough are now smart meters. In addition to this, the onsite manager takes meter readings for additional reassurance. The aim is to get all meters converted to smart meters but this isn't always possible due to meter location, size of meter box etc.

#### **Update ref claiming back undue charges-**

In addition to the above, RMG is making progress with the disputes raised in the July 2024. RMG have been able to obtain credit notes for several of the bills disputed. The total refunds RMG are trying to obtain is £50,953. They have obtained £24,572 of the credit notes to date and continuing to work to obtain the remaining credits. All the evidence has been gathered to support the disputes with a summarised control sheet which is reviewed at regular meetings with the Utilities Team. Due to the nature of the dispute being across different providers, obtaining the credits can be difficult. RMG have strong relationships with Pozitive Energy and their brokers who have aided the recovery in the credit notes to date. Other electricity providers have longer response rates of around 8-12 weeks which is the reason for the longer delays in obtaining the credit notes on some meters.

**Action: Provide update on obtaining refunds for 2023 electric charges. (RMG)**

MJ



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#### **29/23 Insecurity at SH Apartment Block.**

Southern Housing Complex work Team is managing this project once SH have more detail regarding the works programme and timeline they will provide an update.

**Action: Address insecurity SH block. (SH)**

**AO**

#### **35/24 Provide answers to SH Questions ref Estate Maintenance.**

**This has now been resolved – see SH Report at Item 4.**

**Action Closed**

#### **1/25 Cleaning of Rills and Ponds**

RMG have reverted to Fairwater who have cleaned the rills to a high standard. NH asked if a refund will be forthcoming from Fountaineers? MJ stated that their last invoice was disputed and RMG have not paid for the poor service.

**Action Closed**

#### **2/25 Leasehold Insurance Certificates**

Details of current building insurance has not yet been circulated to leaseholders, nor is the insurance certificate available on the portal or on display in apartment blocks. (Insurance renewed in October.) NH explained that following her individual request she had been sent correspondence from Marsh (the insurers) in which they stated that BH would provide further details of fees etc. RH explained that BH/RMG do not gain any remuneration through arranging insurance cover. He believed all relevant information was being circulated by Marsh. He agreed to investigate the situation.

**Action: MJ to ensure current insurance details are sent to leaseholders, uploaded to the RMG portal & displayed in apartment blocks.**

**MJ**

**Action: Investigate and ensure all leaseholders are written to and made aware of remuneration status re BH/RMG. RH/MJ**

### **7. Social media**

#### **New HLRA Website**

SHW had circulated the new website link to the committee and sought feedback on its presentation and ease of use. She requested committee members email her a photo and bio if not already submitted. She was thanked for her continuing hard work and time.

**Action: All committee members to send SHW a headshot & small bio (couple of sentences) asap.**

#### **Communication From Residents**

SHW advised the committee of communication from residents regarding updating the gym equipment. She had established that the lease was due to end in October 2025 and suggested that the committee start to consider the options for the equipment in plenty of time by including this as an action at our next meeting.

**3/25 Action: Consider gym equipment options. (HRA)**

**Committee**

#### **Committee Responsibilities**

SWH requested support in monitoring the HLRA email account and responding to residents' enquiries. SE & LBH have been provided with log-in details so it is hoped that they will be able to support SWH with this task on an ongoing regular basis. If any other committee member feels able to assist with this responsibility it would be most welcome.

SWH also sought volunteers to assist with the website with content, writing small articles or if they have any news to post.

She also sought volunteers to help with the hosting of meetings using Google Meets.

**4/25 Action: Committee members to help manage the HLRA social media responsibilities.**

### **8. AOB**

LR asked that action 15/24 Water Pump LVC be re-opened as the water was still being discharged into the bin store. MJ advised that Duty Point had attended and replaced the damaged part. She would contact them to re-attend.

**15/24 Action: Contact Duty Point to attend LVC water pump. (RMG)**

**MJ**

Meeting Closed: 8.30pm Next Meeting: 10<sup>th</sup> February 2025 7pm.