



Email: hello@holboroughlakes.uk

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

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

Present: Christine McGrath (CMG) (Chair), Lyn Roberts (LR), Annette Davies (AD), Sarah Hands (SH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Jon Kanareck (JK), Christina Moir (CM), Angela Ogbe (AO), Adrian Soper (AS), Heli Sarin-Yates (HSY).

BH representative: Sarah Fisher (SF)

RMG representative: Mohamed Benyermak (MB).

Apologies: Paul Goldup, June Heslop (SHG), James Sturgeon (RMG).

1. Welcome

The Chair informed the meeting that Kelly Pheby had stepped down – she was thanked for her efforts. The Chair highlighted the need to recruit more committee members.

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2. Actions Outstanding From Previous Meetings

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

SF said that the works should have been completed. She will check w/c 20/07/21.

1/20 Action: Confirm repairs to bandstand area completed. (20/09/21) SF

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

SF reported that the initial design for this area was not financially viable for BH to cover the full cost. BH is currently exploring two alternative options which involve using the existing service road. Should it be deemed that this can be implemented safely then BH will look to provide the additional parking as a gesture of goodwill.

2/20 Action: Update ref old service road. (20/09/21) SF

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

SF confirmed that the zebra crossing is separate to the TRO and is included within the plan. The designs are currently being finalized. The 20mph speed limit is a development wide agreement so does not feature in individual TROs

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

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

SF explained that the report is being finalized within the next month & will then be circulated to the committee. She reassured the meeting that BH will monitor the lake levels for at least a period covering the next winter.

8/20 Action: Consultation ref hand-over of responsibility for maintaining the lake and updates on specialist report. (20/09/21) SF

35/20 Apparently abandoned Blue Astra Pollyfields

MB reported that TMBC had placed a notice on it, but the owner then claimed

ownership & covered the car. The car is parked in the owner's allocated parking bay so no further action can be taken. **Action Closed**

39/20 Damage Caused by BH's Scaffolding

SF reported that all damaged areas have now been made good.

Action Closed

9/21 Hand-over Car Park Amisse Drive

SF said that a meeting took place between SHG, BH & RMG and agreement reached on how to proceed

Action Closed

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

MB reported that these areas have been addressed. SHG are happy with how the areas look now.

Action Closed

16/21 Flooding On Trim Trail

BH onsite works continue until 2022 & then trim trail will be addressed.

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

SF

17/21 Cobbles Booth/Alisander/Poynder

MB stated that there was still no update from TMBC on the cobbles on the adopted roads.

He said that BH have approved the surveyor's fees and RMG is waiting on a date of when the surveyor can attend so that they can appoint a contractor to dig the holes. RMG do not know which contractor did the works originally as it was instructed by BH.

17/21a Action: RMG to liaise with TMBC/ BH ref repair to cobbled areas on adopted roads. (20/09/21)

MB

17/21b Action: Map of defective cobbled areas to be updated. (20/09/21)

MB

17/21d Action: Identity of contractors who laid/repared cobbles to be established, (20/09/21)

MB/SF

17/21e Action: Update on surveyor's findings (20/09/21)

MB

18/21 Salt Bins

Locations for additional salt bins agreed.

Action Closed

20/21 Dog Waste Bins

MB reported that unfortunately 2 residents have opposed the bin that was proposed to go on the other side of the village green. No objections have been received for the bin that will go near to the Estate Manager's office. AD identified an alternative location & will liaise with MB about this.

20/21 Action: AD to liaise with MB ref alternative location. (20/09/21)

AD/MB

23/21 Details of Communal Satellite Dishes.

SF reported Yeames are submitting the updated layout to BH which will be shared with the committee once received.

23/21a Action: Update ref Yeames satellite dish report. (20/09/21)

SF

25/21 Access Path Mathews Close/ Trim Trail

BH technical team is still assessing the situation.

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

SF

34/21 Potential Locations For EV Charging Points

SF informed the meeting that the Amisse Drive roundabout has been designed in line with transport consultants and in agreement with planning & therefore EV charging points could not be located there. The committee had explored using lampposts as EV charging points, but this is not practical as wiring will cross pavements. The committee did not think it appropriate to remove visitor bays to convert into EV points as this will worsen the parking situation on the estate. CMG said that she will liaise with Snodland Town Council re their intentions for EV charging point in the area.

34/21 Action: Discuss EV charging points with local councilors (ongoing) CMG

35/21 Fibre Broadband Installation

SF reported that Hyperoptics have finalized their design and are completing an assessment of problem forecasting. This process is being expedited but there is no set completion date.

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

SF

46/21 Defective Guttering on Booth Close Bin Store.

NH reported that this has not been addressed. AO has been self-isolating & was not able to attend the estate, but will check out the situation on her next visit.

CMG referred to a resident's complaint that the Alisander bin store is also in need of maintenance as it is looking extremely dilapidated.

Concerns were also expressed about the poor condition of some of the front gardens of the SHG properties (houses) in Edwards Close/Amisse Drive roundabout. It was requested that SHG advise their tenants of their responsibilities under their tenancy agreement to maintain their gardens to an appropriate standard.

The problems with the Booth Close bin store not being cleared was discussed & AO informed the meeting that the SHG cleaner had cleared the floor of rubbish and TMBC have been requested to now attend to empty the store. TMBC are unable to clear the rubbish if there are obstructions on the floor. The cleaner had also been requested to return the bin on the road to within the store. NH said that the locks on the door were apparently defective.

46/21 Action: Update guttering Booth Close Bin store. (20/09/21)

AO

46/21 Action: Check bin store locks. (20/09/21)

AO

60/21 Action: Update on Alisander bin store repairs/decoration. (20/09/21)

AO

61/21 Action: Assess standard of front gardens of properties Edwards Close and take appropriate action to address situation. (20/09/21)

AO

PLEASE NOTE THAT NON-SHG RESIDENTS ARE NOT PERMITTED TO USE SHG BIN STORES

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

MB reported that the Estate Manager confirmed that Tarmac has carried out this work. Action is being kept open to enable SHW to check this out and to obtain photos of damage to property to pass onto Tarmac. SHW would also like to know what Tarmac's ongoing plan to maintain this area is.

48/21 Action: Pass photos of damage caused by overgrowing plants to Tarmac via RMG. (20/09/21)

SHW

48/21 Action: Establish Tarmac's ongoing maintenance plan.

MB

49/21 EWS1 Certificates

SF confirmed that BH has covered the cost of obtaining these as a gesture of good will. The committee thanked her. MB confirmed letters sent out to LVC residents.

Action Closed

52/21 SIG Social New Members

Ongoing.

52/21 Action: Consult volunteers for SIG social. (Ongoing)

SH

53/21 Community Magazine

Creation of this has not proved practical.

Action Closed

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

SH will pass proposed properties of this sign to SF for approval by BH.

55/21 Action: Pass properties of 'Safe Driver' sign to SF. (20/09/21)

SH

56/21 Bus Lane Fence (on right-hand side going up the bus-lane hill)

MB circulated invoices that showed the repair costs to this fence to be as follows;

18/03/21- £156

19/04/21 - £120

29/11/20- £972

In addition, the Estate Manager has carried out minor repairs.

The committee expressed their concern at how much the fence was costing to maintain (on top of the £4,000+ it had cost to erect) and questioned the need for any fence to be in place in this location. RMG had previously claimed it was a H&S issue, but the committee challenged this as the location had been without a fence for several years without adverse incident. It was requested that RMG confirm the H&S requirement for this fence. The committee requested that no additional repairs be carried out in the meantime, but any debris be removed.

The committee were also extremely concerned that residents have been charged for repairing the part of this fencing that does not belong to HL (It was erected on land sold off to McCullochs & therefore is not part of managed land and is not repairable at resident's expense.) MB agreed to check this out.

Clarification was also sought as to whether the road at the top of the bus lane is still part of managed land now that the land either side has been sold off by BH.

56/21 Action: Clarify where managed land ends in bus lane. (20/09/21)

MB

56/21 Action: Confirm H&S requirement for fence. (20/09/21)

MB

56/21 Action: Confirm residents have not been incorrectly charged for repairs to fence. (20/09/21)

MB

57/21 Estate Maintenance

MB had circulated an improvement maintenance plan, but the committee felt that this was not detailed enough going forward long term. On other RMG estates the maintenance is contracted out to a gardening company & the committee felt that this may be a preferred option going forward. To assist this process, they believe that a comprehensive maintenance plan needs to be created detailing the work required on all aspects of managed land, including aspects of work not currently completed by the estate team (for example tree felling, lake edges maintenance, etc.) It was felt that this document would ensure that all areas were clearly identified & this would be of benefit to the current estate team, as well as being used for any future tendering

process.

AO requested that a copy of the current improvement plan be forwarded to SHG as they had not received a copy.

NH reported that a resident had complained about the poor maintenance around Poynder flats & had sent photos. AD said that she was compiling a set of similar photos identifying areas in need of attention to discuss with MB outside the meeting.

MB reported that an up- to- date asset list and details of servicing/maintenance of machinery will be provided on Wednesday 21/07

Concerns were also expressed over the inadequacy of RMG's management of the estate team. It was asserted that the service charge pays for two Property Managers, [*Post Meeting Note. It has been clarified that the RMG management fee is priced in the usual way per property and not per number of managers.*] The committee expressed concerns that James Sturgeon's presence is currently absent, and he appears to be disengaged with Holborough Lakes. Clarification was sought as to James' current role & responsibilities. It was felt that more effective management was a priority to improve the maintenance standards on the estate. A request was made for the contact details of the next RMG management level above MB & JS and MB agreed to circulate this.

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

MB

57/21 Action: Circulate the updated asset list. (20/09/21)

MB

57/21 Action: CMG circulate the improvement plan to SHG (asap)

CMG

57/21 Action: Share photos with AD. (asap)

NH

62/21 Action: James Sturgeon to clarify his current role. (asap)

JS

[Post Meeting Update ref this action- JS confirms he has not taken a backward step from Holborough Lakes and continues to oversee the management of Holborough Lakes with daily input to the management team. JS has been part of the management team at Holborough Lakes for coming up to 8 years and it is a role he takes very seriously. His absence at the last few HLRA meetings has been due to other commitments and should not be construed as a backward step.]

63/21 Action: Circulate contact details of higher management. (asap)

MB

58/21 Box Plants

MB reported that the Buxus plants have shown signs that they are returning back to life so RMG propose to observe them for a bit longer before replacing & provide them with additional treatment.

Action Closed

59/21 Security Marshalls

RMG have instructed TMS to have two Marshalls attend from 16/07/21. Information has been circulated to residents about where the Marshalls will be mostly operating and how to contact them if there is an emergency. Unfortunately, they were not present on 18/07/21 due to staff being required to isolate. Concerns were expressed about the usefulness of the marshalls who attended on 19/07/21 as they were not in uniform & they did not appear to be taking any effective action to disperse the numerous youths who were present around and in the lake.

It was also felt that residents should be reminded that swimming is not allowed in the lake other than as part of one of the supervised Nemes' sessions.

The question of a Police Dispersal Order was raised & MB said he would check this out. AO suggested that he also consider a Community Protection Order as well as seeking support from TMBC .

59/21 Action: Feedback adverse observations to TMS (asap) MB

59/21 Action: Research Dispersal Order/ Community Protection Order/ Assistance from TMBC (asap) MB

64/21 Action: Send letter to residents reminding them of restrictions on swimming in the lake. (asap) MB

16/20 Flashing speed signs

CMG intends to hold a meeting with local councilors to discuss potential traffic calming measures.

16/20 Action: Discuss preventative measures to address speeding vehicles with local councilors. (ongoing) CMG/LR

If any residents are interested in volunteering for the Speedwatch project please email the HLRA at hello@holboroughlakes.uk

3) BH Build Update July 2021

Sales and Marketing Area

Substructure works have begun on the final 6 Flats, 1 Fog and 2 (2) Story Houses, currently expected to complete Q2/Q3 of 2022

4) Communication From Residents

4.1 Gaps in Lambe Close Apartment Cladding

Concerns raised about gaps appearing in the cladding on the rebuilt flats in Lambe Close.

65/21 Action: Check out cladding on Lambe Close cladding. (asap) SF

4.2 Checking of Contractors Work

Concerns have been raised about the standard of work provided by contractors carrying out work on apartment blocks and a question asked as to the process for checking this work prior to payment? MB explained that all work carried out is checked by the Estate Manager who then emails MB to confirm the work has been completed to an acceptable standard. He agreed to review the current procedure to ensure it was working effectively. If residents are unhappy with the standard of work, then they should email MB.

70/21 Action: Review signing off process. (20/09/21) MB

5. RMG Estate Manager's Update- July 2021

1. The rills and water features were serviced on 22 June.
2. The Horton Pods at Lakeview were serviced on 23 June.
3. The water tanks at Lakeview and 2 Walters Close were de- chlorinated on 12 July.
4. The site team will be welcoming Roger Groves our new gardener on 19 July.
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 weed and feed contractors have treated all soft areas on 7,8 and 9 July.
7. Fairwater were called to assist in the investigation of dead fish in the Poynder pond, a report was issued to RMG.
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. Private security Marshalls have been approved by the HLRA and will be deployed on Holborough Lakes during warm weather to assist in the fight on Anti- Social Behaviour.

6. SHG Report - July 2021

Hand-over Car park Amissse Drive

A joint inspection was completed between SHG, BH & RMG on 5th July 2021. The parties inspected Amissse Drive car park, Edward Close car park & Pollyfield Close. Actions were agreed to be taken forward by BH and RMG with a timeline on completion of these action.

Bin stores

SHG have received reports alleging that private residents from across the green and non SHG residents in Booth Close are putting their garden waste and other waste rubbish into the Booth Close Bin Store. The result of this is excessive rubbish in the bin store which TMBC are refusing to collect. SHG are investigating these allegations and if SHG identify the perpetrators they will report the matter to the council enforcement team. Having to arrange for the bin store to be cleared comes at a cost to SHG residents. SHG would like RMG to assist them to ensure that private residents are not using SHG Bin stores.

66/21 Action: SHG & RMG to liaise ref misuse of bin stores. (20/09/21) AO/MB

Gardening and Landscaping in SHG areas

There is improvement in planting and landscaping being done in the SHG areas. The actions are now closed with the exception of the Amissse carpark. There have been delays over the past few months in regard to gardening in the SHG area. This has now been addressed and SHG would like to thank the team. SHG will continue to monitor this with the team to ensure that the standard is maintained. SHG are waiting for RMG to provide them with a gardening schedule for the SHG patches. Particularly the visiting schedule with indicative dates that the RMG operatives should be expected to attend to the SHG areas. SHG have also requested details of the service to be delivered at certain times of the year e.g number of times the grass is cut through the year.

67/21 Action: Provide SHG with gardening schedule. (20/09/21) MB

Amissse Drive/Pollyfield Close

Non-residents are once again parking their cars and motor bikes on the grass area causing damage & inconvenience to residents.

68/21 Action: SHG & RMG to liaise ref more effective use of the CCTV in Pollyfield Close (20/09/21) AO/MB

Edwards Close Cyclical Redecorations

SHG are commencing the Cyclical Redecorations programme for 2021/22. Their contractor plans to issue pre works letters to the residents during month of JULY 2021, to residents at 4 Edwards Close.

Southern Housing Group contact is: 0300 303 1773 and
Service.Centre@shgroup.org.uk

SHW expressed surprise that the SHG's external redecorating was based on a 8-10 year cyclical program, as this was not felt sufficient for the cladded properties. NH said that she had been told in the past by BH that all leasehold properties on the estate would be externally decorated on a 5-7 year basis because of the wooden cladding.

69/21 Action: Check with BH the position in relation to external redecoration of SHG properties. (20/09/21) **NH**

7. HLRA SIG Updates

7.1 SIG CCTV/Security Update

51/21 CCTV quotes

Three quotes have been obtained from two companies. AO expressed concern that this may not meet SHG's minimum standard. AO said she would need to check this out with her team. MB said that he would obtain another quote. AO also said that SHG may need to complete Section 20 Consultation with residents regarding the costs of the new CCTV. CMG expressed the view that all residents may need to be consulted regarding this issue and MB agreed to look into this & to also identify how to most effectively obtain the views of residents.

51/21 Action: Check out SHG's CCTV quotes requirement. (20/09/21) **AO**

51/21 Action: Obtain 3rd quote & circulate, (20/09/21) **MB**

51/21 Action: Establish need to communicate with residents & how best to seek their opinions. (20/09/21) **MB**

7.1.1 Estate Manager's Security Monthly Update

Nothing reported

7.1.2 Update From Police (via HLRA Secretary)

Between 17/06/21- 14/7/21 the police had not received any complaints of ASB around the lake area. There had been reports of a few ASB incidents in other areas on the estate and these had resulting in visits being made to those involved and words of advice being given regarding behaviour.

No updates from other SIGs.

8. AOB

8.1 Poynder Pond.

A number of residents had contacted SHW expressing concern at the deaths of fish in the pond in Poynder Drive and the delay in appropriate interventions from RMG. The committee acknowledged these emotions and also the latest communication from RMG. SHW reported that Councillor David Lettington had spoken with residents and subsequently communicated with BH and RMG asking some pertinent questions. MB confirmed that he had received the communication and that

discussions were taking place with BH as to the future of the pond. He will respond to David Lettington & appraise the committee of the response.

71/21 Action: Update on future plan for Poynder pond. (asap)

MB

8.2 Defibrillator.

HSY requested that consideration be given to purchasing a defibrillator for the estate & asked if BH would consider funding/ part funding it. MB agreed to check this out.

72/21 Action: Identify cost of defibrillator & liaise with BH as to whether they will fund/partly fund the purchase. (20/09/21)

MB

8.3 Litter Bins

SHW expressed her concern that the Estate Team were not emptying litter bins on a regular basis & asked that this issue be given some consideration in an attempt to improve the situation. CMG expressed concern about the estate litter bins being emptied into the Lake View Court bin store because of the risk of leakage. It had previously been agreed that the rubbish from these bins would be double bagged prior to placing in the Lake View Court bins. The committee expressed disapproval of residents who are misusing the estate litter bins by placing household rubbish/rubbish from their vehicles/dog waste within them. It was asked that RMG send out a communication to all residents about this.

73/21 Action: Communicate ref correct usage of estate litter bins. (20/09/21)

MB

8.4 Whitby Gates

SH reported that the Whitby gates have not been working for a number of weeks and residents have allegedly sent numerous emails to James Sturgeon with no response.

74/21 Action: Address the issue of Whitby gates. (asap)

MB

8.5 Visitor Parking Spaces Behind Manley Boulevard Gate

AD reported that the visitor parking spaces behind the gate in Manley Boulevard are no longer marked as such. It was asked that these bays be clearly marked with a painted white 'V' on the ground which cannot be removed. These bays are available for all residents to use as this particular gate is paid for out of the estate service charge whereas all other gates on the estate are paid for out of the phase service charge of the residents who live behind it.

75/21 Action: Mark visitor bays behind Manley Boulevard gate. (20/09/21)

MB

8.6 Costs of Painting of Estate Frontage

NH raised concerns that the painting of the estate frontage cost £9,000. She highlighted that it had previously been agreed with JS that the HLRA would be consulted on any spends over £1,000 except where it was an urgent H&S issue. The cost of this work was felt to be excessive. MB explained that three quotes had been obtained and that CT Dec's quote was felt to be the best value for money. He stressed that the work had not been fully completed yet. The committee found this quite disturbing and questioned how long it would be before the work is finished.

76/21 Action: Send out quotes for estate frontage to NH. (20/09/21)

MB

76/21 Action: Explain why HLRA were not consulted ref the cost of the work on the estate frontage. (20/09/21)

MB

Next meeting on Monday 20th September at 7pm via Zoom.

Meeting closed 9.20pm