



Volunteers to join us are sought; email hello@holboroughlakes.uk

Minutes of the HLRA Meeting 14th July 2025

Present: Lyn Roberts (LR), (Meeting Chair), Keith Bristow (KB), Shelby Ellis (SE), June Heslop (JH), Ross Hollingshead (RH), Paul Hoskins (PH), Nicola Hughes (NH), Melanie Johnson (MJ), James Sturgeon (JaS), Claire Wych (CW).

Apologies: Liana Berkeley-Hill (LBH), Annette Davies (AD), Sam Hollingsworth (SHW), Angela Ogbe (AO).

1. Welcome

2. Minutes of meeting held 9th June - minutes agreed & are available on the HLRA website, HL notice boards & on RMG Living (London).

3. RMG Report

Latest updates from John Shaw (Estate Manager) for the period of June and July 2025:

Estate Maintenance & Contractor Activity

- Our small works contractor continues to carry out various maintenance tasks across Elderwood Close and Whitby Close.
- The Estate Manager has coordinated access and support for multiple contractors, including:
 - Fairwater (Water Features)
 - Electrical contractors
 - Gym equipment specialists
 - A local MP surgery hosted by Tristan Osborne

Parking & Vehicle Compliance

- UKPC, the parking enforcement contractor for unadopted areas, has been working closely with the Estate Manager to identify and address illegally parked vehicles.
- Three non-roadworthy vehicles have been reported to Tonbridge & Malling Borough Council (TMBC) for removal.
- A reminder to all residents: only roadworthy vehicles may be parked on the estate. Non-compliant vehicles will be reported to TMBC.

Gym & Facilities Use

- There have been recent instances of unauthorised access to the gym by friends or family of residents. Please be reminded that the gym is for resident use only.
- The Estate Manager is monitoring this and will consider further access control measures if necessary.

Remedial Works & Planning

- A monthly schedule of outstanding remedial works has been compiled. The Estate Manager is currently obtaining quotes from various contractors to address these tasks.

Landscaping & Planting

- The site team has successfully planted approximately 3,500 new plants across the estate.
- In addition to the rills being replanted in June, further planting has taken place at:
 - 2 Walters Close
 - Champions Court
 - Second bus stop on Manley Boulevard
 - Nursery behind the Pumping Station

Health & Safety

- The Estate Manager is working with Osterna's Health & Safety team to produce a report on the sluice gates located near 11 Walters Close. Dates for this assessment will be confirmed shortly.

Anti-Social Behaviour

- Ongoing concerns around anti-social behaviour are being addressed in collaboration with:
 - MP Tristan Osborne
 - Police Inspector Zara McAlney
 - Local councillors
 - Our private security company, who continue to support the safety of residents, visitors, and estate assets.



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Upcoming Maintenance Works – Status Update From: Mel Johnson, Senior Property manager, RMG.

As part of our ongoing estate maintenance programme, the following key works are scheduled or pending. We are currently awaiting confirmed start dates from the relevant contractors in order to finalise planning and communicate timelines to residents:

1. Elderwood and Whitby Close – Granite Set Repairs

The repair and reinstatement of granite sets in Elderwood and Whitby Close is scheduled. This work is essential to maintain safe and accessible surfaces in these areas. We are currently awaiting a confirmed start date from the contractor.

2. Rear of Providence House – Slab Repairs

Repairs to the paving slabs at the rear of Providence House are pending. These works are necessary to address uneven surfaces and reduce potential trip hazards. A start date is awaited from the contractor.

3. Poynder Drive – Repainting of External Cladding

This repainting work is expected to take place in late July. However, we are awaiting confirmation of the exact start date to coordinate access and notify affected residents accordingly.

4. Lambe Close – Entrance Columns

We are in the process of obtaining a quote for the repair or refurbishment of the entrance columns at Lambe Close. Once received, this will be reviewed, and next steps will be determined.

5. Trim Trails Play Area – Stepping Logs Replacement

Two to three of the most deteriorated stepping logs are scheduled to be replaced to maintain safety and usability.

6. Front Entrance – Pyramid-Style Pillar Toppers

A contractor has been appointed to complete the installation of the decorative toppers, continuing the work previously started by Robert. A start date is awaited from the contractor.

7. Parking Area at Manley Boulevard – New Metal Gate Installation We are currently awaiting cost estimates and design details for the proposed new metal gate. The existing wooden gate has significantly deteriorated, and it is not recommended to replace it with another wooden structure due to durability concerns.

8. Poynder Drive Play Park – Monkey Bars Repairs

Essential repairs have been instructed to address wear, including a broken part, and to ensure compliance with playground safety standards.

- **Village Hall Hire-** The Village Hall Income for the month of June was £100.

(Residents can hire hall. Cost of hire is £12.50 an hour and can be booked via the Estate Manager john.shaw@rmg.london)

Issues arising:

JaS confirmed that costs for the works detailed under items (1), (5), (6), (7) and (8) would be charged to the Estate Fund budget. Works for items (2), (3) & (4) will be charged to the relevant Phase budget. Precise costings have not yet been confirmed.

Front Entrance Repairs

Concerns were expressed that the costs of stopgap repairs to the front entrance pillars (£1,900), were an inappropriate investment. Various options were discussed but dismissed as unsuitable. It was reluctantly agreed that the current unsightly presentation meant that temporary repairs were required to the pillars, pending a thorough investigation of viable improvement options & costs, including possible removal. The committee asked that a second quote be obtained in an attempt to reduce the costs of these temporary works.

Action 19/25-

Obtain alternative quote for front entrance stopgap repairs. (RMG)

JaS

Identify options for repairs/replacement/removal to front entrance. (RMG)

MJ/JaS

Estate Maintenance

Acknowledging that an explanation had been provided in the RMG report of how the estate team manage their time tending to the development, the committee asked that a 'Phase Plan' be provided similar to that circulated in the past. JH explained that this was extremely useful for SH to use to



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monitor the maintenance of their areas on behalf of their residents & respond to any concerns that they may have. NH expressed concerns that some areas benefitted from new plants more frequently than others. JaS & MJ explained that due to staff vacancies the Phase Plan had fallen out of use, but that they would address this with the Estate Manager to reintroduce it.

16/25 Action- Provide a Phase schedule of gardening work. (RMG)

MJ

ASB

It was appreciated that the Estate Manager was liaising with various agencies through informal contact. JaS reconfirmed RMG's commitment that the security guard budget would not be overspent and clarified that Nemes Diving School do not contribute to the estate service charge. MJ reported that the foliage had been trimmed near the pontoon. There was agreement, with some reservations, that the ASB disturbance around the lake had improved. JH volunteered to liaise with the Community, Safety Task Force to identify their perspective on the issue within HL. It was noted that the police had recently attended & resolved an issue effectively.

Residents are encouraged to call the police on the non-emergency number 101 should they witness anti-social behaviour.

Residents are reminded that when reporting incidents/crimes to emphasise to police the presence of the CCTV cameras on the estate and ask them to consider requesting captures.

Action 18/25 Liaise CSTF. (SH)

JH

Action 18/25 Liaise Tris Osborne MP (HLRA)

SH

Manley Boulevard Gate

The committee expressed their continued unhappiness that the Manley Boulevard gate, which serves 6 houses, is maintained through the Estate Fund as the other gates are maintained through their respective Phase budgets. RMG again explained that this anomaly is because there are visitor parking spaces behind the Manley Boulevard gate which are available for all residents to use not just those visiting the nearby houses. (This point is emphasised in the minutes because anecdotal evidence suggests some residents of this gated community are unaware these spaces are for everyone's use.) The committee asked that out of respect to all residents the costs for the replacement gate be kept to a minimum.

4. Southern Housing Group Update 14th July 2025

New contact details for Southern housing

The new contact number is **0300 303 1066** and the email is **hello@southernhousing.org.uk**. Or for **homeowners/leaseholders** the contact telephone number is **0300 555 2171**, the email is **owners@southernhousing.org.uk**

Repairs & Maintenance of Communal areas

Any communal repairs identified are being reported to our Maintenance Team. Please encourage residents to report via our telephone No 0300 303 1066, Resident's portal or email: hello@southernhousing.org.uk.

Grounds Maintenance

Grounds maintenance by the RMG gardening team continues in Southern Housing land. We're working closely with RMG on grounds maintenance, including seasonal reviews. We're waiting for RMG to feedback on the new SH gardening programme, which will help us to plan joint estate inspections.

Bulk Waste

We continue to encourage residents to arrange bulk waste removal via service provided by TMBC rather than fly-tip items into bin store. Please ensure waste is placed inside bins, cardboard is broken down, and fly-tipping is reported immediately to help keep the estate tidy.



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Door Entry Replacement Programme Complex Case Team progress continues to be actively tracked. No further developments since last meeting.

Action 29/23 Door Entry Replacement Programme Update. (SH)

AO/JH

5. Ongoing Actions

25/22 Road Adoption Plan

RH advised that the road adoption plan is progressing although slower than anticipated due to changing demands from KCC.

25/22: Provide update on adoption of roads. (BH)

RH

6/25 Village Hall

The income for this facility is still extremely low. RH again apologised for the lack of an update regarding permitted usage of the hall but hoped to have some answers for the next meeting. CW advised that she is working on updating the T&C's. LR sought clarification on the following point - the understanding is that this VH building was gifted to residents, meaning no ground rents are applicable, however we are required to pay for its upkeep via the service charge. Would any income generated by a short-term lease with a business go into the service charge to offset costs to residents? RH agreed to check the legal situation on this point.

LR sought clarification regarding the dive school building - currently the Dive School Building is leased by Nemes Diving School who cover its upkeep costs. If/when Nemes leave the site would residents be required to pay for the upkeep of this building through the service charge? RH agreed to confirm the answer to this question.

6/25: Advice on options for hall. (BH)

RH

6/25: Income generated by short-term lease. (BH)

RH

6/25: Dive School Building costs if Nemes leaves site. (BH)

RH

6/25: Draft T&C for hire of hall. (HLRA)

CW

16/21 Cracked Bonded Paving

Trim Trail

Following an inspection of the recent work on the trim trail in Barrow Hill, BH is dissatisfied with the coating & have agreed that the work will need to be removed back to the subbase. RH expressed concern that even with this additional work the bonded paving finish could prove problematic and require frequent patch repair in the future. He advised that this could represent a high cost to residents as the work is specialized and skilled contractors scarce. (Currently BH is paying for the repairs but once the Residents Management Company [RMC] take over responsibility for the estate the costs of repairs will be borne by residents only.) RH muted an option of having the path tarmacked instead of the bonded finish & sought the views of the meeting. A tarmacked surface would be easier/cheaper to repair in future. Not all committee members were present at the meeting. Of those present, 5 believed this represented the best option for residents due to the potential future savings it represented. 2 members were concerned that this change of surface was not in keeping with the estate's prestige character. All members expressed the view that residents' views needed to be sought by BH prior to making a definitive decision.

Primrose Close Junction Mouth & Drain

RH advised that BH had previously committed to address the bonded paving in this specific area but having reviewed it there were concerns that the patch repair would make the area look worse than at present and cause a lot of disruption to the residents. He proffered the option of leaving this area as it is, with BH contributing circa £15,000 to the service charge to cover future patch repairs & repairs to the drain as and when necessary. SHW was not present at the meeting & as she had been championing this issue it was felt appropriate for her to respond to RH following consultation with fellow residents.

16/21: Update on progress of works. (BH)

RH

3/25 Gym equipment (Lease due for renewal in October)

MJ and the Gym Sub-Committee will identify a suitable date for a meeting with Educated Body. CW will forward to MJ the findings of the recent gym survey. Once agreed, the updated requirements can be shared with Motivate8 for comparison. LR stressed the need to keep within the gym budget. MJ



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has circulated the gym rules to residents. RMG have discussed concerns about induction sessions with Educated Body who confirm that inductions are currently being conducted on a group booking basis rather than individually. They state that the longest wait time for a group induction (on one occasion) was two weeks. This is being monitored closely, and should waiting times increase further, Educated Body has been asked to revert to 1-to-1 inductions to ensure timely inductions for residents. **Should any residents have concerns about the wait time for a gym induction session please contact the HLRA: hello@holboroughlakes.uk**

3/25: Arrange meeting with Educated Body. (RMG)

MJ

3/25: Send gym survey results to MJ. (HLRA)

CW

8/20a Lake Sluice Gate Risk Assessment

45/24 Wooded Area Rear LVC Risk Assessment

RMG's scheduling team are working on confirming a date for these processes. LR emphasised the importance of the Residents' Management Company (RMC) being fully aware of their obligations in relation to these areas when accepting responsibility for the estate. She asked RMG to provide details of the last tree survey and when the next one would be due. She also asked to view the instruction/maintenance booklets for the sluice gate in order to assess the ongoing risks/costs of maintaining this equipment.

8/20a & 45/24 Provide Risk Assessment sluice gate/wooded area. (RMG)

MJ

8/20a Provide access to sluice gate instruction/maintenance booklets. (RMG)

LR

45/24 Provide details of last tree survey. (RMG)

LR

12/25 Vendors-

PH advised that Linden Catering Caribbean van was successfully received on the estate. MJ volunteered to contact them to identify when they would next return & to discuss some concerns about litter.

Holborough Bakes are planning a charity launch event 15th and 16th of August and intend to start to trade the following weekend, the 23rd and 24th of August.

There is potentially a pop-up restaurant organiser who may be interested in holding an event in the Village Hall. It was agreed that they would initially be charged the standard rate for the hire and if this was to be an ongoing venture this would be reviewed. MJ volunteered to contact Holborough Bakes to obtain details of this pop-up business.

The committee expressed their thanks to PH and MJ for their time and efforts in relation to these ventures as they are much appreciated by residents.

12/25 Contact Linden Catering ref litter & future dates. (RMG)

MJ

12/25 Contact Holborough Bakes ref pop-up chef contact. (RMG)

MJ

19/22 Future Management of Estate

LR has circulated a draft document which explains the Residents Management Company and Directors responsibilities & is awaiting feedback from all committee members prior to circulation to residents. RH identified that the timing for hand-over was approximately 12 months away and that it was appropriate to commence these discussions now due to the legalities involved & the time it will take to address them.

These actions were not discussed at the meeting due to lack of time.

2/25 Leasehold Insurance

2/25: Liaise with NH ref RMG portal. (RMG)

MJ

15/25 Height Restriction Signs

15/25 Email NH details of height restrictions signs. (RMG)

MJ

21/25 External Decoration.

21/25 Provide programme of external decoration to NH. (RMG)

MJ

37/22 Management of Water and electricity meters

37/22: Confirm when meters are removed from database & accounts cancelled. (RMG)

JaS



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

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13/25 6 Monthly CCTV Reports- MJ- next report due September.

MJ

The following actions were closed-

3/25 Circulate letter ref rules of gym use. Circulated.

Action Closed

8/25 Circulate letter ref rubbish disposal. Circulated.

Action Closed

20/25 RMG Report to detail remedial works. Done.

Action Closed

17/25 Exit interviews. Will be carried out with departing staff.

Action Closed

6. AOB

6.1 Date for Annual General Meeting.

10th November is the date most committee members are available. This meeting will be held in the Village Hall at 7pm. Residents are invited to attend and will be permitted to raise questions direct with representatives from BH, RMG, SH & the HLRA.

Action 22/25 – Book Village Hall & chairs for AGM. (RMG)

MJ

Meeting Closed: 9pm

Next Meeting: 7pm Monday 8th September 2025 (NO MEETING IN AUGUST).

If you would like to be notified to your email inbox when Minutes & other HLRA news items are published, you can subscribe to our mailing list. Go to our website enter your email and click on 'subscribe'. www.holboroughlakes.uk

Roads on the estate are subject to 20mph; please drive with care for other road users.

Please dispose of your rubbish in a reasonable manner.