



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

## **Minutes of the HLRA Meeting 7<sup>th</sup> April 2025**

**Present:** Lyn Roberts (LR) (Meeting Chair), Liana Berkeley-Hill (LBH), Keith Bristow (KB), Ross Hollingshead (RH), Paul Hoskins (PH), Nicola Hughes (NH), Melanie Johnson (MJ), James Sturgeon (JaS), Claire Wych (CW).

**Apologies:** Annette Davies (AD) Shelby Ellis (SE) June Heslop (JH), Sam Hollingsworth (SHW), Angela Ogbe (AO).

### **1. Welcome**

**2. Minutes of meeting held 10<sup>th</sup> March 2025**- minutes agreed & are available on the HLRA website, HL notice boards & on RMG Living (London).

### **3. RMG Report**

- Redecoration programme at Providence House and 8 Higham is now complete with the exception of 15 paving slabs that are to be re-laid.
- 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.
- The Estate Manager facilitated various contractors, roofers, prestige fire stopping engineers and gym contractors.
- A further six silver birch trees have been purchased to replace the trees that succumbed to vandalism or disease.
- There have been recent examples where residents are allowing or giving access to their friends or family to enter the gym and using the facilities.
- Estate manager has produced a monthly list of outstanding remedial works that requires various contractors to quote for each of the tasks.
- This week RMG will be completing works to the stone sets at Elderwood Close and Whitby Close.
- In addition, RMG will be carrying out cladding repairs to no.1 FOG, and repainting Poynder Drive apartment block following water staining last year.
- We are blighted by residents who are Fly Tipping on various areas around the estate. It is costly to remove these items and residents are encouraged to report this unacceptable behaviour to the Police on the non-emergency number 101.
- The position of Head Gardener has been advertised locally and RMG have begun to shortlist candidates with interviews scheduled for mid-April.

**Village Hall Hire-** The Village Hall Income was £100 for February. *(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))*

### **4. SH Report**

Unfortunately, no SH representative was able to attend due to the rescheduling of the meeting.

**29/23: Address insecurity SH block.**

**(SH)**

The HLRA had received communication from SH residents who have been experiencing thefts of post and ASB due to block insecurity. The Committee expressed their hopes that this situation will be addressed promptly.

### **5. Ongoing Actions**

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

RH presented his understanding of the current situation in relation to the road adoption process, identifying that most of the intended adoptions have been completed. There was a question raised over whether the top of Manley Boulevard and the bus lane had been adopted. RH, PH and CW agreed to a walk-about to review loose cobbles/defective drain covers/ownership of noisy drain cover (BT?). RH advised that no changes are planned for the Amisse roundabout; this area has now been adopted so only KCC can initiate changes. RH was unable to reveal any specific KCC contact details. MJ is still making enquiries regarding the van parking on the roundabout. *(Post-meeting update: RH confirms that Manley Boulevard in its entirety and the bus lane is now adopted.)*

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

**RH**

**25/22: Inspection walk-about 1pm on Thursday 10<sup>th</sup>. (HLRA/BH)**

**CW/PH/RH**

**11/25: Investigate van parking Amisse R/A. (RMG)**

**MJ**



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### **6/25 Village Hall**

The committee expressed concern that the halls income is averaging only £100 a month which will leave an annual shortfall of circa £4,000 to cover the costs of maintaining the hall. RH advised that he is still awaiting updates from BH Community, and Planning teams to advise on potential options for the building. If a vendor wishes to submit a formal proposal detailing exactly how they envisage using the hall, BH would consider the proposal. It was agreed that the current hall hire T&C need updating and CW volunteered to draw up a draft to circulate to the committee for comments and discussion in an attempt to help increase the income. RMG were asked to confirm the max capacity and whether there had been any reduction in the business rates for the building due to the low usage.

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

**RH**

**6/25: Max capacity of hall. (RMG)**

**MJ**

**6/25: Reduction in business rates? (RMG)**

**JaS**

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

**CW**

### **12/25 Food Vendors *Potential vendors can contact PH via [hello@holboroughlakes.uk](mailto:hello@holboroughlakes.uk)***

RH & MJ confirm that there are no additional covenants or legal restrictions on vendors operating on the estate. MJ is in the process of reviewing the Public Liability insurance, hygiene certs and trader's licence of two potential vendors and it is hoped they will be able to commence trading imminently. PH and MJ were thanked for their work on this issue.

**12/25: Update on vendors application. (RMG)**

**MJ**

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

Water Feature Timer – Check fountain lights fuse box- RMG are awaiting update.

**85/21: Check fountain lights fuse box. (RMG)**

**MJ**

### Replacement of LED bulbs in bollard lights

Pinnacle replaced a bollard bulb as a trial, and this appears to be working well. It was agreed to engage Pinnacle to commence the replacement of all bollard lights with LED bulbs. This process will be carried out over the next two years. This should result in a 60% reduction in electricity usage/costs for the bollard lighting.

**85/21: Update on progress of replacing bulbs in bollard lights. (RMG)**

**MJ**

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

From RMG on 02/04– the listed meters serve the following-

Opp 48 Higham Ave - Meter has been switched off.

Adj 16 Primrose - Gates and Bollard lighting.

Opp 26 Hambrook Road - Bollards and Lamp posts x 3

Opp 21 Martin Lane - Lamp posts x 2

This reply raised some further questions which were sent via email on 03/04-

- 1) Confirm the meter number that has been switched off and whether the account is closed.
- 2) Are the Martin Lane lampposts ones maintained at residents' expense or KCC expense?
- 3) What is the latest situation regarding the meter 'FP2 Manley Boulevard' meter number S12B220893? The last we were told was that this meter had not been located.
- 4) What is meter number D11W559584 known as 'Feeder Pillar B Holborough sales & Mark Opposite 48 Higham Ave ME65GE' required for? (This is now apparently located near the 'bandstand' by 2 Walters Close near the 'crossing' from the trim trail to the lake path.)

JaS agreed to respond to this latest email before the next meeting. He advised the meeting that meter number S12B220893 has not been located and an application has been made to have it removed from the national database but that this process is extremely longwinded and will take some time. LR asked if this meter's account could be closed prior to its removal from the database as residents were incurring standing charges for this meter; JaS said this was not possible.

**37/22: Respond to LR's email dated 03/04/25. (RMG)**

**JaS**

**37/22: Confirm time taken to remove meter from database & cancel account. (RMG)**

**JaS**



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### **29/24 Refunds for Inaccurate Electricity Costs in 2023**

JaS explained that refunds had already been made in the service charge based on RMG's calculations of what the correct electricity readings should have been. The appeals to the Ombudsman are still ongoing. NH requested a spreadsheet outlining the refunds achieved/requested.

**29/24: Provide update & spreadsheet on refunds for 2023 electric charges. (RMG) JaS**

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

Insurance details have been circulated but are not yet on the RMG portal; not under 'Documents' nor under the 'Insurance Button' (which not all leaseholders appear to have on their accounts).

**2/25: Upload insurance certificate to portal. (RMG) MJ**

**2/25: RMG IT dept check 'Insurance button' availability on leasehold portal accounts. MJ**

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

McCoda are engaged elsewhere therefore BH will engage 'Owens' to carry out these works. A meeting is scheduled in 2 weeks time.

**16/21: Confirm any warranty for these works. (BH) RH**

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

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

SHW has taken the lead with this issue and ran a poll on the HLRA website the results were: 129 votes in total: 116 for a change/ 9 votes don't mind/ 4 votes no change.

Frequent comments were – the cross trainer is underused – replace with step master/ different brand of equipment/ improve weight area/change company.

The committee requested RMG obtain a few alternative specifications from different companies (maybe Nautilus), with different pieces of equipment in order for the committee to review costs and then obtain further views from the residents. LR raised concerns about Educated Body as residents are apparently being told there must be at least 4 residents present in order to hold an induction session and there are also reports of the trainer failing to attend a booked session.

**3/25: Obtain various specifications of gym equipment. (RMG) MJ**

**3/25: Circulate letter ref rules of gym use. (RMG) MJ**

**3/25: Raise concerns with Educated Body ref management of induction sessions. (RMG) JaS**

### **8/25 Lidded Litter Bins**

MJ circulated a suggested design at £600 plus installation per bin. This design was split into a refuse/dog bin and there was concern that this could be problematic as it was not replacing like with like & could incur displeasure from nearby residents. MJ was requested to do some further research into identifying suitable lidded bins and to contact TMBC to confirm if they would empty additional/ alternative design dog bins if required. *(Post meeting update; TMBC will only collect waste from bins that have been purchased and installed directly by them. RMG will source merely litter lidded bins.)*

**8/25: Source options for lidded refuse bins. (RMG) MJ**

### **108/20a and 1/21 Review of Lake Level/Sluice Gate Operation**

RMG are still awaiting confirmation of an attendance date from Osterna (RMG's H&S consultant).

**08/20a: Provide update on risk assessment. (RMG) MJ**

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

RMG are still awaiting confirmation of an attendance date from Osterna (RMG's H&S consultant).

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

### **3/25: Provide 6 monthly CCTV report.**

D2 Integrated Systems will forward report. They say that there has been no activity aside from normal service and maintenance during last 6 months. The committee expressed concern that no use had been made of CCTV captures during the last 6 months as investment had been made in better quality equipment. **Residents are reminded when reporting crimes to emphasise to police the presence of the CCTV cameras on the estate and for them to consider requesting captures.** The committee requested ongoing 6 monthly reports to assess usage of the CCTV. **Action Closed**



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

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**9/25: Confirm reason for CCTV engineers visit by 17/03/25.**

Routine visit for maintenance.

**Action Closed**

**14/25: Defective manhole cover Poynder Drive.**

Cover being replaced.

**Action Closed**

**25/24 Update ref ASB Fencing**

This fence will not be erected due to its unacceptable unsightliness.

**Action Closed**

**10/25: Estate Team to address holes in ground asap.**

Trees have been/will shortly be planted.

**Action Closed**

**5/25 Repairs to Booth Close Guttering** Repairs completed.

**Action Closed**

## **6. Social media**

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## **7. AOB**

NH requested RMG review the height restriction signs on the FOG under crofts be reviewed as high vehicles are causing damage to the roof.

**15/25: Review hight restriction signage. (RMG)**

**MJ**

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

Meeting Closed: 8.40pm Next Meeting: 12<sup>th</sup> May 2025 7pm.