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Minutes of the HLRA meeting on the 27th June 2022

Present: Sarah Hands (chair), James Sturgeon (JaS), Jon Kanareck (JK), Nicola Hughes (NH), Claire Wych (CW), Melanie Johnson (MJ), Christina Moir (CM), Sam Hollingsworth (SW), Adrian Soper (AS), Keith Bristow (KF), Alan Brooks (AB), June Heslop (JH), Angela Ogbe (AO), Sarah Fisher (SF), Mel Johnson (MJ), John Shaw (JS)

Apologies: Annette Davies (AD)

1. Welcome

The chair welcomed residents to the first AGM held since October 2019. In that time the HLRA has seen four chair people sitting, all of whom have contributed a considerable amount of time and energy on a voluntary basis to assist the committee in pushing forward the matters that affect us most as residents, we have adapted through COVID and as a result are working more efficiently to manage concerns, communicate and be present in the community, we have a fully operational website with helpful contact details, events and a portal to send through enquiries direct to us.

The work done by the HLRA is purely voluntary and the chair reminded residents that the HLRA is here to provide a bridge of communication between homeowners, leaseholders and tenants to RMG, SHG and Berkeley Homes.

Since the last AGM the community has seen many changes, notably the completion of the final building phases which now render Holborough Lakes complete. Other notable achievements include:

- The installation of a zebra crossing by the school
- Cutting back of the reeds on the lake
- The return of Nemes Diving and Water Sports Academy
- A full and comprehensive enquiry of the 2018 accounts
- An ongoing enquiry of the 2019 accounts
- Repairs to the playground
- Wifi made available in the gym
- Credits for incorrect charges being issued for satellite charges
- Completion of site inspection by Hyperoptic with roll out of fibre expected in the coming months
- Successful fundraising for a community defibrillator, of which installation is imminent
- A fundraising partnership with Holborough Hedgehogs
- Engagement for a coffee van, sushi and indian pop-up stalls on a regular basis
- Community and family events held over Easter, Halloween and for the jubilee.

2. Anti-Social Behaviour

The chair welcomed Samir Patangwa (SP), PCSO for Snodland East and Tracey Crouch (TC) MP for Chatham and Aylesford to the AGM to discuss concerns relating to anti-social behaviour (ASB) on the development.

SP outlines that although he covers a large area, 95% of his time is dedicated to Snodland and that the ASB around the lake is well known to him and his colleagues. Residents are advised to call 101/999 or report ASB online to help build a better picture of the issue at hand. As well as attending the site regularly in person, the Police make visits to local schools to educate on the dangers of swimming in lakes.

Residents summarise their concerns to SP: The security onsite is ineffective / powerless, Police need to attend in greater numbers to help disperse and deter. There were over 20 youths congregated at the at the weekend, many of them were only 13-14 years old. They damage property, throw items into the

lake, are aggressive, disruptive and noisy, use foul language and spit. Residents called on the council to intervene and for Berkeley Homes (BH) to prosecute anyone entering the water without permission.

(JK) We need a strategy rather than singular actions, for example enacting the community trigger – which will require the council to act upon the issue or a public space protection order which would give the Police the power to fine and arrest. More PCSOs are not the answer.

TC praised the HLRA then called on residents to be constructive and treat each other with respect.

TC said one of the main challenges is that access is permitted. Elsewhere, when no swimming is permitted it is easier to create security, and liability is not with the owners of the lake but of the person entering.

TC called on residents to report all incidences of ASB to help the Police paint a better picture. Citing a positive outcome: Larkfield residents kept reporting noisy vehicles which gave the Police sufficient evidence to install a camera.

10/22 Action: Investigate public space protection order (TC)

10/22 Action: Obtain data on how many times ASB has been reported on HL in the past 3-9 months. Send to SH (TC)

Residents questioned why Police do not typically attend, even when the PCSO is in danger (citing recent incident when a youth threw broken glass at SP, lit aerosol cans). Reporting through 101 takes too long, by the time the ASB has been reported, the youths have moved on. Residents were concerned that the calls are never treated as a priority, and one day someone may get hurt if residents become overly frustrated by the situation.

TC will talk to SP's superiors to request more support. Both TC and SP advise residents to continue reporting ASB through the proper channels to provide evidence.

The possibility of increasing the height of the fencing on the pontoon was discussed however SF advised that the whole lake would require the same treatment taking away views from residents and increasing the possibility of injury to trespassers.

10/22 Action: Research and pursue community trigger, public space protection order and petition (HLRA)

Responding to questions about the effectiveness of the security guards, JaS said, RMG have a set budget that covers hot weather (which usually correlate with spikes in ASB). Security every night would increase service charges, so a balance needs to be struck. However, recognising that residents aren't happy with the service, RMG will work with HLRA to find a better solution.

A resident raised the issue of CCTV. SH confirmed that CCTV is due to be installed and footage is always passed to Police when requested. A resident volunteered their expertise in installing the CCTV. TC advised that the Police find Ring doorbell footage very helpful and called on residents to submit any footage that may be helpful in identifying youths. Images are passed to youth engagement officers.

Responding to a query of the estate manager's role in ASB, JaS says that JS will move youths on during his hours and he has also moved youths on himself. In doing so JaS become aware that the owner of the lake (Nemes) had given youths permission to swim.

10/22 Action: Discuss impact of permission with Nemes (HLRA)

On behalf of residents, the HLRA would like to thank Samir for his hard work in dealing with the ASB onsite.

3. Election of committee members for 2022/23

The following residents were appointed to the HRLA for 2022/23:

Sarah Hands – Chair
Jon Kanareck – Vice Chair
Claire Wych – Secretary
Committee members – Nicola Hughes, Sam Hollingsworth, Christina Moir, Alan Brooks, Adrian Soper, Keith Bristow, Matt Shaw, Annette Davies (by proxy)

Residents agreed to increase the number of committee members from 13 to 15 and the HLRA called for expressions of interest in joining the committee.

19/22 Future Management of Estate

Once phase 14 on BH's works are completed around September 2022, the site will be ready for handover. In short, Holborough Management Ltd, which is responsible for taking care of the site will be handed over to the Association for management. This is a complex process that will require significant planning and risk mitigation, alongside legal expertise. An extraordinary general meeting will be called, and directors appointed.

SF assured that although BH will leave site, they will continue to support it, citing that they continue to visit sites that were handed over 10+ years ago. NH raises the need for ongoing support for the lake monitoring equipment and SF assures BH will continue to make sure design/equipment is right.

SF noted that a subscribing member to Holborough Management Ltd has retired from the solicitors. This will be communicated to residents and a replacement put in place.

19/22 Action: Hold separate meeting to discuss and plan site handover

4. Berkeley Homes Report

SF confirmed that BH has now completed all units, and all are occupied. BH have some outstanding works to complete in 'phase 14' (towards the front of the development).

1/20 Flood Repairs to Area Near The 'Bandstand'

Unfortunately, due to issues with labour these works have been delayed until w/c 4th July.

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

Works to commence in July, there will be a 12-month warranty on parts. BH will work with RMG to ensure it works correctly, particularly over winter. The new system will automatically notify the estate manager when the sluice gate needs opening/closing, which should only be required after heavy rainfall.

NB: The HLRA wish to note that we have objected to this handover until we have passed a winter and have surety that the lake sluice gates and recent maintenance is working before we accept responsibility for it.

16/21 Flooding on Trim Trail

Works were delayed and the installation of the drain is now expected to take place in July.

35/21 Fiber Broadband Installation

Hyperoptic will commence installation works on w/c 27th June, communication on how residents can order their service will be sent out in due course. Earlier phases that have copper cabling (and therefore a weaker signal) are being prioritised. Hyperoptic should be available to all residents within a year, but the aim is six months. No charge is being made to residents for this upgrade.

05/22 Repairs to Water Feature at front of estate

BH are incorporating the repair works into the phase 14 landscaping and planting, it is currently with their commercial team for procurement of a contract. The aim is to complete the works by August.

88/21 Parking outside village hall

Residents raised concerns about the dangers caused by poor parking by village hall users. HLRA confirmed that the hall is running at a loss due to insufficient parking and the question was raised to review the allocation of parking within the Phase 14 landscaping works.

88/21 Action: SF to revisit

3/20a & 3/20c Jeffrey's Lane pedestrian crossing / sitewide TRO

SF had no further update from last minutes on the progress of the TRO. A resident raised an issue with poor parking around the traffic calming measures on Amisse Drive. SF explained that a fully lined estate plan was rejected by the council. A revised version has been resubmitted.

23/22 High pitch noise Ashfield Close

A resident raised a recurrent issue with a high pitch noise in Ashfield Close. AB and JS agreed that it was a boiler issue which was repaired and has since reoccurred. It was confirmed that the Council's environmental health officer is aware and that RMG have made attempts to remedy the issue but found it difficult to do so with 100-200 homes to assess.

23/22 Action: HLRA to follow up

24/22 South East Water – rotten hoarding

A resident raised an issue with the rotten hoarding surrounding South East Water's complex at the entrance to the development.

24/22 Action: RMG to write to South East Water to request a repair

25/22 Road adoption

A resident asked about progress on KCC adopting roads on the site. SF explained that it is a long process.

25/22 Action: SF to share adoption plan with HLRA who will make it publicly available

26/22 Defective lamp posts on Manley Boulevard

SH raised an issue with the pavements below several lamp posts on Manley Boulevard that need to be added to BH's snagging list.

26/22 Action: SF to add to snagging list

5. RMG Report

James Sturgeon (JaS) introduced himself, Mel Johnson (MJ – Senior Property Manager) and John Shaw (JS – Estate Manager).

RMG was appointed as the managing agent for BH and Holborough Management Ltd in 2006 when the first unit was built and JaS has been on the account since 2013. RMG oversee numerous tasks including grounds maintenance and redecoration. HQ works with the onsite team (John, Wayne, Roger, Tony & Martin) to ensure SLAs are met. JaS thanked the onsite team for their hard work.

Updates:

1. The rills and water features were serviced on 23 June. During the service another leak has been found in the Lambe Close rill and the contractors were invited to return to investigate and repair.
2. The lifts at Lakeview and 2 Walters Close were inspected by our insurance contractors on 01 June. A fault on the braking system was found at 2 Walters Close and has since been repaired.
3. A legionella inspection was undertaken by AMD contractors at Lakeview and 2 Walters Close on 23 May.
4. The diseased Buxus hedging on the communal areas is almost complete with the exception of areas in Poynder Drive. Over four hundred plants have been removed.
5. Residents are politely reminded to clean up their dog waste whilst exercising their pets.
6. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
7. Residents are kindly reminded that visitor parking bays must only be used for 24 hours and no return within 48 hours.
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 unadopted roads.
9. Our weed and feed contractor visited on Wednesday 22 June.
10. Fly tipping in the bin stores is preventing the waste contractors to empty the bins. Residents are politely reminded that there is a cost to remove the fly tipping waste and the costs are

recovered via the service charge.

11. Security Marshalls have been deployed during hot spells of weather. The purpose of their mission is to deter anti-social behaviour and vandalism around the main lake and to report incidents to the Police. The Police have been granted dispersal orders to aid them in their removal of offenders.

RMG AOB

JaS confirmed that common areas in phases 1 & 2 have been redecorated. Redecoration in phase 3 will commence in spring – the works will be notified to residents beforehand. Phase 1 snagging issues are still to be resolved.

72/21 Defibrillator

The defibrillator has arrived. RMG are currently discussing whether it should be located outside the Estate Office where there is CCTV. Residents suggested a second fundraiser could be helpful for a defibrillator to be located towards the back of the estate.

6. SHG Report

1. There have been slight changes to the Group staffing structure in Kent since the last AGM. The Group has brought cleaning and gardening in house under the Estate Care Team. In Holborough where there is an EMA, the communal gardening of SHG owned ground is still completed by RMG. SHG are working with the committee to ensure SHG service levels are comparable with rest of estate.
2. Hayley Thornton is the Home Ownership Property Manager for Kent, her portfolio is to manage the Leasehold and shared ownership tenure (including staircasing) for Southern Housing in Kent and Medway. Southern Maintenance Services (SMS) continues as the in-house contractor for repairs.
3. Angela Ogbe remain Home Services Manager for the Southern Housing Group Residents in Medway and Tonbridge & Malling, while June Heslop remains the Area Services Manager for Kent and Medway.
4. There has been cyclical decoration programme for some of the SHG owned blocks in Holborough. The blocks earmarked for the cyclical decorations are:
 - Block 2-12 (evens) Poynder Drive
 - Block 150-178 (evens) Poynder Drive
 - 17- 31 Booth Close
 - Block (1-15) 157 Poynder Drive
 - Block 1 Pollyfield Close
 - Block 2 Pollyfield Close
 - 4 Edwards Close
 - 1-24 6 Edwards Close
5. The Group has continued to maintain various tenure types in HL made up of Leasehold, Shared Ownership, Intermediate Market Rent, Affordable Rent and Social Rent. There has been slight increase in the numbers of shared ownership and reduction in IMR tenure. HL remains a very desirable place for residents across the tenure. We continue to work with Tonbridge and Malling to fill any general needs void property.
6. The Group has continued to have very high rate of successful access into property to services gas and electric when due.
7. There have been a few challenges:
 - Fly tipping in the bin stores and on SHG land by both SHG and non SHG residents has huge financial implications as SHG must pay for the bulk items to be removed.
 - Parking continues to be a challenge. Poorly parked cars blocking access for refuse collection, meaning further collections have to be organised at additional cost. A solution to the various parking issues is still in the pipeline.
 - Items left in communal areas which pose a fire risk in the blocks.

Online Account

In April this year, to continue to provide good services and access the Group launched the Online Account to all customers, introducing new features like adding a household member, downloading a rent statement, and reporting repairs. This has a more streamlined way of signing up. Resident can still contact the Group via the Service centre on 0300 303 1773, or be webchat and/or via email at Service.Centre@shgroup.org.uk

Southern Housing Group will continue to provide the best services for its residents and act in the best interest of its residents as a responsible landlord.

01/22 Leak on Poynder Drive

AO confirmed that SHG are still facing access issues but have narrowed down the source as being discharge from a heating system. Residents pressed for legal action to be taken.

7. AOB

7.1 Role of estate manager and his team

A resident asked to understand the role of the estate manager, his team and a typical day.

Team meets every morning to review site and discuss priorities. Site is assessed for damage and issues every Monday, Wednesday and Friday while the team empty bins and litter pick. Task list includes those set by head gardener, and monthly tasks such as block lighting maintenance. JS manages contractors, reporting to HQ and acting as onsite contact for MJ and JaS as well as fielding enquiries from residents.

JaS spoke highly of JS's commitment to saving money for residents. Notable examples: Handrail missing in Walters Close block. The lift contractor Konie submitted a quote of £1200+VAT for repair. JS sourced the replacement handrail and installed it himself for £200. The satellite failed at a block in Alisander Close. The access required was quoted at over £1000+VAT. JS approached an SHG contractor who already had a cherry picker onsite to reduce the cost considerably.

JK offered support to RMG and BH, thanking them for their efforts and highlighting to residents that both are very willing to come to the table to resolve the issues. The results over the next two years will ultimately decide whether RMG will continue in their role as management company, once HLRA assumes management of Holborough Management Ltd. The RMG contract has a three month notice period.

7.2 Solar panels

Residents wishing to install solar panels whose properties remain restricted by the site's covenants need to submit a form to RMG detailing the changes being made, the cost, the contractor and liability insurance. RMG will present the request to BH on behalf of the resident, and RMG will reply with approval/rejection.

07/22 2019 & 2020 accounts

Queries on the 2019 and 2020 accounts remain outstanding. JaS confirmed that the team are currently drafting the 2021 accounts which is pulling resource away from solving these outstanding queries. The 2021 accounts should be completed by end of July, and once complete, attention can be returned to the queries.

07/22 Action: Diary a call for two weeks after the 2021 accounts are drafted to finalise 2019 and 2020 accounts

57/21 Estate maintenance

Grounds maintenance has been inconsistent for several years, and residents voiced their displeasure over certain aspects of the service. It was noted that as the site has grown, it has become increasingly difficult for all areas to be maintained frequently. RMG have proposed a schedule of maintenance which HLRA are reviewing. HLRA wish to consider the use of an external contractor to carry out some of the gardening duties and will review options that best suit the community. A resident raised an issue of the smell of rotting grass near the park on Alisander Close.

57/21 Action: HLRA to discuss schedule of maintenance and smell issue at next meeting

17/21 Cobbles Booth/Alisander/Poynder

Discussion between RMG and BH regarding the faulty cobbles are ongoing. HLRA have requested more details regarding the matter.

17/21 Action: RMG to share copy of the report

27/22 Timeliness of communications

SH and NH expressed concerns over the speed in which RMG respond to queries from the HLRA and the appearance that JaS has stepped away from the account, leaving it under resourced.

JaS responded that it is company policy to reply within 5 working days. If this policy isn't being met, he apologised and assured it was not intentional. He assured that he speaks to residents daily and has not stepped away.

27/22 Action: Review requirement for additional resourcing on contract (JaS)

27/22 Action: HLRA to raise any further issues of non-response with JaS

Meeting closed at 21.05.

Next Meeting: Monday 25th July 2022