



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

Minutes of the HLRA Meeting 9th June 2025

Present: Annette Davies (AD) (Meeting Chair), Liana Berkeley-Hill (LBH), Keith Bristow (KB), June Heslop (JH), Ross Hollingshead (RH), Sam Hollingsworth (SHW), Paul Hoskins (PH), Nicola Hughes (NH), Melanie Johnson (MJ), Angela Ogbe (AO), Lyn Roberts (LR), Claire Wych (CW).

Apologies: Shelby Ellis (SE), James Sturgeon (JaS).

1. Welcome

2. Minutes of meeting held 7th April- minutes agreed & are available on the HLRA website, HL notice boards & on RMG Living (London). There was no meeting in May.

3. RMG Report

- RMG's small works contractor continues to execute various tasks in Elderwood Close and Whitby Close.
- 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, Water features- Fairwater, Electricians, gym contractors and facilitating a meeting with the local Police and MPs to discuss the anti-social behaviour from car racing youths.
- 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.
- 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.
- Residents are kindly reminded that all vehicles parked on the estate must be roadworthy. Vehicles that are not roadworthy will be reported to TMBC for potential removal.
- The site team have replenished the strips of land adjoining the rills with twelve tons of topsoil and are in the process of planting out with Lavender, Verbena, Ficus blue grasses and Carex.
- **Village Hall Hire-** The Village Hall Income for the month of April was £200 & for May 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:

- Concerns were expressed regarding the lack of garden maintenance in some areas of the estate. It was felt too much attention was concentrated on the entrance to the estate to the detriment of other areas.
- Concerns were expressed that no exit interview was carried out with the departing Head Gardener as per the Committee's previous request for such interviews to take place.
- AD requested that the RMG report include details of the monthly list of outstanding remedial works.

17/25 Action- Provide a schedule of gardening work including SH areas. (RMG)	MJ
18/25 Action- HR to carry out exit interview with departing staff. (RMG)	MJ
19/25 Action- RMG report to detail list of remedial works. (RMG)	MJ

4. Southern Housing Group Update 9th June 2025

Grounds Maintenance - Grounds maintenance by the RMG gardening team continues in Southern Housing Land



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Storage for Recycling Bin- As part of fire risk action, SH have received quotes to have a metal storage place for the recycle bins on Poynder/Booth sites, and each is estimated to be between £7,000 and £9,000. SH are currently exploring funding options to move this forward as a special project.

Dog Fouling Near Play Areas- Incidents of dog fouling near children's play areas at Poynder Drive have been raised with RMG. Residents can continue to report any such issues directly to John at RMG so appropriate action can be taken.

Bulk Waste @Amissse Drive- Fly tipped items at Amissse Drive has been removed by Southern Housing.

Repairs & Maintenance of Communal areas - Any communal repairs identified and are being reported to SH Maintenance Team. Please encourage residents to report via our telephone No 0300 303 1773, Resident's portal or email: Hello@southernhousing.org.uk.

Action 29/23: Address insecurity SH block.

SH

Door Entry Replacement Programme_AO updated on this action in the SH report as follows - This project is managed by the Complex Case Team as there are more blocks being considered. SH will provide an update on the programme of work when the outcome is known.

AD expressed concern at how long this action was taking to complete. JH advised that they (JH & AO), are tracking progress with the Complex Case Team. Once they have more information and the timeline, they will share the outcome with residents and the HLRA committee. They are also keeping their committee panel member updated on things as they progress. Residents are reminded that postal theft should be reported to the post office, police, and/or courier service. Any communal repairs identified should be reported to SH Maintenance Team.

5. Ongoing Actions

25/22 Road Adoption Plan

RH advised that the road adoption plan is progressing. The bus lane has been adopted. It was highlighted that the traffic lights were not operating & RH agreed to confirm the situation in relation to the lights & signage. The area around Martins Lane has a few snagging issues which KCC have identified need addressing before they will accept the area. BH are working on completing these. A question was raised over responsibility for maintenance of manhole covers in adopted roads. RH explained that the legalities on manhole covers is unclear and therefore disputes arise between authorities such as water companies and KCC. Currently BH are covering costs of such modifications. He stressed that in future these costs would not be borne by residents as they are the responsibilities of the KCC or the water company.

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

RH

6/25 Village Hall

The income for this facility is still extremely low. MJ confirmed that capacity is 60 and a reduction in business rates is being received. RH apologised for the lack of an update regarding permitted usage of the hall; this was due to other commitments of the BH team involved in this issue. CW advised that she is working on updating the T&C's.

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

RH

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

CW

16/21 Cracked Bonded Paving

BH are working with their contractors to expediate these works. RH advised that there would only be a product warranty as substrate had not been re-laid. He will provide a plan of the areas to be addressed in Primrose.

16/21: Update on progress of works & provide plan for Primrose areas. (BH)

RH

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

SHW, CW & LBH volunteered to form a sub-committee to address this issue. RMG had provided two quotes but as these were incomplete and not like-for-like it was difficult to make confident decisions. A plan was agreed that a full inventory of the current gym equipment would be drawn up by CW, and MJ would reach out to Educated Body and Motive 8 to see if they could present their suggestions for replacement equipment to the sub-committee. The Estate Manager had confirmed the height of the



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gym ceiling to be 2.8m (clearance required for certain equipment). The proposed letter to residents regarding gym rules was approved. MJ is yet to hear back from Educated Body regarding concerns about their induction sessions.

- 3/25: Arrange presentations from Educated Body/Motive 8. (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

85/21 Reducing the Impact of Fuel Charge Increases

MJ reported that the fuse box in the fountain has been checked & is safe. A short discussion took place regarding the possibility of lighting up the fountain however it was agreed that repairs to the entrance were the priority for the 2026 budget and lights would be considered at a later date.

Contractors have replaced a number of bollard bulbs with LED bulbs. This work will continue in the next financial year & MJ will advise the committee of the progress of this work. Hopefully the actions taken (timers on VH heaters & bollard light bulb replacement), will reduce electrical costs for residents.

Action Closed

New action 17/25- Identify costs for repairs/replacement/removal to front entrance gate & pillars & ensure these are identified in 2026 budget. (RMG) MJ/JaS

The following actions were not discussed but updates were provided outside of the meeting and are recorded here for information.

8/20a Lake Sluice Gate Risk Assessment- MJ &

45/24 Wooded Area REAR LVC Risk Assessment - RH/MJ RMG have chased this and the scheduling team are working on producing a date – further update to follow.

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

37/22 Management of Water and electricity meters - RMG have now clarified that one meter is present but not connected to a supply and one meter cannot be located and is thought to not exist. Residents are paying standing charges for these meters. RMG are in the process of closing the accounts & having the meters removed from the national database, but this can take some time; RMG are unable to provide a timeframe. RMG have been asked to cease charging residents for these meters as the standing charges are considered an unreasonable cost, but they have not agreed to this.

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

2/25 Leasehold Insurance- RMG have decided that insurance certificates will no longer be placed on the portal. MJ will provide the rationale for this direct to NH & LR. As the certificates are no longer on the portal it was agreed that there is no need for a button.

2/25: Explain rationale for removing insurance certs from RMG portal. (RMG) MJ

12/25 Vendors- MJ is progressing the paperwork. .

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

15/25 Height Restriction Signs- Mel is progressing this & will liaise directly with NH.

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

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

Letter agreed - Mel to circulate.

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

19/22 Future Management of Estate- LR working on information for circulation to residents. LR



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8/25 Community litter Bins- Appropriate bins are expensive and replacements will represent a significant cost to residents. Mel has been asked to send a letter of advice to residents about correct disposal of litter.

8/25 Circulate letter ref rubbish. (RMG)

MJ

Residents are asked to dispose of rubbish in a responsible fashion.

The following action was closed-

29/24 Respond to questions ref 2023 electricity costs. - Spreadsheet provided. Action closed for now pending checking of 2024 accounts. **Action Closed**

7. AOB

7.1 Security Guards (KB)

KB requested that a plan be agreed for the employment of security guards to reduce the impact of ASB. MJ had received quotes from two companies & was investigating these. RH offered details of another company. It was agreed that employment of guards would be kept within the allocated budget and include patrolling guards during school breaks and Halloween to cover other areas of the estate as well as the lake. It was requested that the foliage near the pontoon be cut back. A question was raised as to whether Nemes Diving School contributed to the costs of security guards. SH volunteered to liaise with Tris Osborne MP to see if he could offer any support. *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.*

Action 18/25 Review quotes (including details from RH) & employ patrolling security guards for Halloween & school breaks within the allocated budget. (RMG)

MJ

Action 18/25 Cut back foliage near pontoon. (RMG)

MJ

Action 18/25 Confirm Nemes contribution to security guards. (RMG/BH)

MJ/RH

Action 18/25 Liaise Tris Osborne MP (HLRA)

SH

7.2 Programme of External Decorations (NH)

NH requested RMG provide a programme of planned external decorations for leasehold properties.

Action 19/25 Provide programme of external decoration. (RMG)

MJ

Meeting Closed: 8.40pm Next Meeting: 14th July 2025 7pm.

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