



Email: hello@holboroughlakes.uk

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

Minutes of the HLRA meeting on the 16th January 2023

Present: Sarah Hands (chair), Nicola Hughes (NH), Melanie Johnson (MJ), Matthew Shaw (MS), Angela Ogbe (AO) Annette Davies (AD), Keith Bristow (KF), June Heslop (JH), Adrian Soper (AS) Sam Hollingsworth (SW), James Sturgeon (JaS), Jordan Howard (JoH),

Apologies: Jon Kanareck (JK), Claire Wych (CW) Sarah Fisher (SF), Andrea Contino (AC) Alan Brooks (AB)

RMG Report

1. We have appointed a new gardener a Mr Robert Butler who will start work on Monday 23 January. Robert has a wealth of knowledge as a landscape gardener and looks forward to working with the team and residents.
2. 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. TMBC have sub-contracted a company to enforce their fly tipping laws with fines. A number of residents were visited by the contractors and residents were issued with fines.
3. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
4. Residents are kindly requested that visitor parking bays are only used for 24hours and no return within 48hours. Please note that visitor bays are for all residents and visitors, residents who live closest to them do not have a priority for their usage.
5. 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 Samir Patangwa has moved on and has begun his training to become a Police Officer. We wished him all the very best and hope he can fulfil his dream. We will be notified in the near future if there will be a replacement PCSO.
6. The air conditioning system in the gym was serviced by our contractors on 05 January 2023.
7. The water features were attended to on Wednesday 11 January and a new fountain pump is scheduled to be fitted in the balancing pond commencing Monday 23 January 2023.

SHG Report

On the 16th December 2022 Southern Housing Group have merged with Optivo and are hereafter known as Southern Housing.

There are no further updates recorded from SHG.

The method of contact remains the same

Telephone: **0300 303 1773**

Email: Service.Centre@shgroup.org.uk

Berkeley Homes Report

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

13/01/23 – This actually forms part of the Section 38 adoption which is taking place. The works ongoing are leading towards this and we will update with time frames once known.

8/20a and 1/21 - Review of Lake Level- specialist report to be shared & Lake Maintenance & Hand-over

13/01/23 – Works are ongoing we will provide further updates once we have completion dates from all contractors involved.

16/21 - Trim Trail Defects

13/01/23 – A meeting is taking place on w/c 16th Jan to agree time frames for works. This will need to be when the weather has improved.

17/21 - Cobbles Booth/Alisander/Poynder/Lambe

13/01/23 – A meeting is taking place on w/c 16th Jan to agree time frames for works. This will need to be when the weather has improved

35/21- Update on fibre installation

13/01/23 – I cannot locate any images having been sent.

05/22 – Repairs to Water Feature at front of estate

13/01/23 – Contractors are working through various issues on site, this will take place soon. RMG Living announcement will be issued once dates are confirmed.

20/22 – Matthews Close

13/01/23 – RMG to organize line installation and BH to pay.

25/22 – Road Adoption

13/01/23 – Attached to updates.

26/22 - Defective lamp posts – Manley Boulevard

13/01/23 – We are awaiting a power installation date from KCC.

36/22 - Valuation of apartment blocks

13/01/23 – Review undertaken and we are comfortable with values. NH corresponded with directly.

Action List

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

SF confirmed that at the time of KB's review of the work, the work had not been completed. The metal work for the sluice gates was held up in production and the final parts are due to be fitted imminently.

Once completed the works will be reviewed to ensure that they are fit for purpose and HRLA has been invited to attend to review.

The HLRA continue to note that handover of the lake will not be accepted until the lake monitoring system has been properly tested during a winter of high rain. Until such a time, it cannot be certain that the system works effectively to mitigate flooding.

8/20 Action: SF to continue to update

8/20 Action: SF to organize site visit with HLRA to demonstrate use of the sluice gate and to ensure that it is fit for purpose

16/21 Trim Trail Defects

A meeting is taking place on w/c 16th Jan to agree time frames for works. This will need to be when the weather has improved.

16/21 Action: SF to update

17/21 Cobbles Booth/Alisander/Poynder

SF offered that both the cobbles and cracking within the trim trail are complex in terms of the works which are required and any liabilities. Works/research is ongoing with both matters and a further meeting is taking place on Friday, following which we hope to be able to provide updates on both items.

Defective cobbles in areas in Phase 1 & 2 – now lots of holes causing dangerous puddling in areas, HLRA are very concerned that an accident is imminent.

17/21 Action: SF to review during site inspections

35/21 Update on Fire Installation

BT Openreach have been engaged by AS of the HLRA to bring forward their plans to inspect Holborough Lakes with a view to improving the Fibre Installation, their program of works will see the Outreach team on site over the coming year to complete their surveys and provide an additional offering for those not wishing to connect through Hyperoptic.

48/21 Tarmac Land – Overgrowing plants

Following a number of attempts, MJ from RMG has been able to engage Tarmac and a site visit is scheduled to review the damage and assess the repairs required.

35/21 Action: MJ to meet with Tarmac

51/21 CCTV Quotes

Analysis has been carried out on the two quotes received and some service and cost queries have been raised on the existing service. Quotes to be finalised and moved along prior to the Anti Social Behaviour taskforce meeting in February

51/21 Action: JH, MJ & JaS to discuss and agree pathway to move forward the quotes

57/21 Estate maintenance

The document received from RMG is a schedule of work and not a tender document, RMG reiterated that no further breakdown of that schedule exists. The HLRA are very frustrated by the lack of progress on this matter. Tender document to be in place and agreed by March 2023.

57/21 Action: SH to organise a meeting with AD, NH, MJ & JaS

57/21 Action: JH to see if she is able to provide a form of tender document that can be used, NH and JoH to do the same from acquaintances for review.

75/21 Mark Visitor bays behind Manley Boulevard

Metal plaques were installed on the fence line, which in the view of the HLRA are defective given that they cannot be seen. Berkeley Homes have declined to install the stenciled ground "V" markings, as such the matter is now closed until the site is handed over.

75/21 ITEM CLOSED

80/21 Cleaning of the Gym

Following a number of complaints over the standard of cleaning at the Gym and the Village Hall, the cleaning contact has now been agreed with Northfleet cleaning to commence with effect from March. The cleaning contract includes regular 6 monthly cleaning of the Village Hall Carpets.

80/21 ITEM CLOSED

85/21 Marking of Parking Bays in Phase 3

The wet weather has prevented Roadgrip from returning to paint the markings for the bays, this will be scheduled for mid Feb in the hopes that the weather will improve

85/21 Action: MJ to follow up and book in for Mid Feb

85/21 Reducing the impact of fuel charge increases on Service Charges

RMG were able to confirm that the blocks of flats all have timers and sensors that turn the lights on and off. After some discussion with the electrician, they were advised that cost savings could be made by replacing the bollard lighting around the community with cost efficient LED Bulbs. HLRA agreed the course of action and welcomed the feedback

85/21 Action: MJ to follow up with electrician on costs

04/22 Dropped Kerb access point on Village Green

MJ re-iterated that there was crossing space near to Whitby Close, the HLRA re-iterated that this wasn't a safe place for residents in wheelchairs or with prams to cross as you had to walk into the access road for the Whitby Road gates and cross over the road into the access road for the carpark behind the new flats in the location of the old Marketing Suite.

04/22 Action: MJ to file a request with KCC to lower the kerb line

05/22 Repairs to Water Feature at front of the community entrance

RMG confirmed that the repair for this is imminent and a notification via RMG living regarding the repairs will be sent to all residents to advise when the works will commence. As it stands, there is a program of repairs that are being worked through in various areas of Holborough Lakes.

05/22 Action: RMG to notify when the repairs will commence

07/22 2019 & 2020 Accounts

NH advised that all queries relating to the 2019 accounts had been resolved and this will be removed from the action list to reflect the ongoing work for the 2020 accounts. JH advised that she had not seen the credits that were due back to service charges and MJ will forward.

07/22 Action SH to remove "2019" from the action list.

10/22 ASB

A site inspection was carried out by the HLRA in November to review the planned tree felling, it was concluded that this course of action would not achieve the desired result. Recommendations for works to secure the perimeter using a variety of methods was put together and passed to Berkeley Homes for their consideration, BH have asked RMG to provide quotations for the proposed work with additional clarification required by RMG before instructing contractors to provide quotes for the same. We would like to thank BH for their engagement. Furthermore, Joh has received the recommendations from the Design Out Crime Officer which will be considered and included in the HLRA's response back to RMG

10/22 Action: SH, AD, SW and KF to review the queries and provide clarifications to RMG

08/22 Storm damage and 13/22 Lambe Close

The re-turfing has been delayed as a result of the extreme wet weather, this is now scheduled for early March

08/22 Action: MJ to schedule works

15/22 Rill cleaning

Fountaineers are due to meet the estate manager on site over the course of the next couple of weeks, they will be surveying all water features with a view to providing a quote for maintenance

15/22 Action: MJ to update on progress prior to next meeting

16/22 Dog droppings on the village green

Given the timeframe elapsed between the initial application for the new dog bin and now, MJ will need to write to the residents affected to remind them the bin is to be installed and seek any objections.

16/22 Action: MJ to write to residents

16/22 Action: MJ to chase TMBC for update on new bin

18/22 Constitution

The constitution has been revised and will be sent out for approval to the HLRA, SHG and RMG

18/11 Action: SH to share with HLRA

20/22 Matthews Close

The “White Line” plan has been located and approved, RMG are to organize the line painting at a cost to BH.

20/22 Action: SF/MJ to confirm when completed

24/22 South East Water – rotten hoarding

The hoarding to the front of the estate continues to deteriorate, John has made several attempts to contact SEW to engage them on repairs, but to no avail, the HLRA suggested tweeting them to see if that would evoke a response

24/22 Action: MJ to check whether they can Tweet SEW and also to ask the Estate Manager to chase again

25/22 Road adoption

A further section of roads is due to be adopted by TMBC. An overview was provided and is attached. The TRO has been put forward for consultation and residents are reminded that the details of this can be located on the TMBC website or portal.

25/22 Action: No further action at this time.

26/22 Defective lamp posts – Manley Boulevard

BH are awaiting a power installation date from KCC.

26/22 Action: SF to update when the date has been received

28/22 Access to RMG Living for SHG residents

SHG confirmed they had received a template that they were able to share with their residents to complete contact information so that RMG could include them on the RMG Living Announcements. JH confirmed that she was progressing this internally.

28/22 Action: JH to advise on progress at the next meeting

29/22 Misuse of communal gardens

A small minority of residents continue to appropriate communal gardens for their own use. AO has reviewed and will issue communication to residents to remove belongings before instructing a contractor to cleanse the areas.

29/22 Action: AO to issue communication to residents prior to next meeting

30/22 Poynder Drive parked car obstruction

Cars continue to park on the verge by the pond on Poynder Drive causing pedestrians to walk in the road or cars to cut wide into the carriageway. MJ is waiting for photographs of the area in question, it is understood that CW was providing these as they are unable to install a mirror in the correct location without them. SH to take photo's and forward them on

30/22 Action: HLRA members to document and submit to TMBC

34/22 Bikes stolen Lake View Court bike storage

The committee and RMG discussed the various issues and costs involved with issuing new keys and regularly changing the door codes. RMG confirmed that communications can be sent to both landlords and tenants. AD offered to circulate new codes to residents in LVC as required.

34/22 Action: MJ to pass leaflets to AD for distribution to confirm the new codes.

36/22 Valuation of apartment blocks

Following the renewal of block insurance, NH requested BH to review the proposed values for the rebuilding of blocks for insurance purposes. SF was able to confirm that the valuations appear to be agreed at the right levels. NH will continue to make her own investigations.

36/22 ITEM CLOSED

39/22 Dogs at Lake View Court

HLRA discussed recent issues with nuisance dogs and inconsiderate owners. Residents are reminded that permission is required from RMG for any dogs being kept within blocks.

39/22 Action: MJ to send letter to tenants and landlords regarding nuisance behaviour

39/22 Action: MJ to place notice on noticeboard to remind residents that dogs in apartments require consent

07/23 Accounts for the Year Ended 2022 to be ready for inspection by June

NH requested that the accounts for the year ended 2022 be ready for inspection by the middle of the year, RMG to engage Berkeley Homes to sign these off as soon as practicable.

04/23 Action: RMG to update on year ending 2022 preparation and time scales for Berkeley Homes to sign them off

Meeting closed at 20.57

Next Meeting: Monday 13th February 2022