



Email: hello@holboroughlakes.uk

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

Minutes of the HLRA meeting on the 17th May 2021 (Via Zoom)

Present: Christine McGrath (CMG) (Chair), Lyn Roberts (LR), Steve Coe (SC), Annette Davies (AD), Sarah Hands (SH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Christina Moir (CM), Kelly Pheby (KP),

BH representative: Sarah Fisher (SF)

RMG representatives: Mohamed Benyermak (MB).

SHG representatives: Angela Ogbe (AO).

Apologies: Paul Goldup, June Heslop, Heli Sarin-Yates, Adrian Soper, James Sturgeon.

1. Welcome

The Chair informed the meeting that Charlotte Plumb was unable to take up a position on the committee due to work commitments. Steve Coe announced that he would be stepping down from the committee at the end of the meeting. He was thanked for all his efforts over his 3 and half years as a member of the committee which included a spell as the Chair.

(There are now two vacancies on the committee. Any interested resident should contact the HLRA via hello@holboroughlakes.uk We would particularly welcome representatives from the newer phases.)

2. Actions Outstanding From Previous Meetings

35/21 Fibre Broadband Installation

SF reported that BH is holding a meeting with Hyperoptrics on 18/5/21 to finalize an agreement with them providing 'fibre to the property' on the estate. BH is also in discussion with BT regarding the same service, but this negotiating is taking longer than desired. Discussions between BH and Trooli have faltered. SF felt it was regrettable that Trooli made commitments to residents prior to contacting BH.

35/21 Action: Update ref fibre broadband. (asap)

SF

12/21 Breaches Of Covenants (Including Sheds/Summerhouses)(Time limits?)

BH is still awaiting a response from TMBC. The committee expressed their dissatisfaction with this & voiced their frustration at the number of residents who were placing doors on car ports in breach of covenants, which was felt to be unfair on those residents who were complying with the legal requirements.

SF acknowledged these feelings.

12/21b SF said that she had spoken to the BH sales team who denied the allegation that they were providing information to assist with carport conversion. As this was merely hearsay information the committee agreed that no further action was appropriate. (Action 12/21b closed)

12/21 Action: Update ref enforcement of covenants/planning, including shed/summerhouses. (21/06/21)

SF

1/20 Flood Repairs To Area Near The 'Bandstand'.

It is hoped to address this area by the end of May.

1/20 Action: Update repairs bandstand area. (21/06/21)

SF

2/20 Proposals for Parking Bays on Old Service Road.

Internal discussions taking place between BH commercial & financial directors.

2/20 Action: Update old service road. (21/06/21)

SF

3/20 (a)Proposed TRO Jeffrey's Lane (c)Pedestrian Crossing

This is to be discussed in KCC Joint Transport Board (JTB) meeting to be held in June. BH expect to hear back after this.

3/20 Action: Update ref TRO/pedestrian crossing (Ongoing)

SF

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

Hand-over of the lake is not imminent. Specialist report is not yet available.

8/20 Action: Consultation ref hand-over of responsibility for maintaining the lake and updates on specialist report. (Ongoing)

SF

16/21 Flooding On Trim Trail

BH onsite works continue until 2022 & then trim trail will be addressed.

16/21 Action: Address the flooding on trim trails. (Ongoing)

SF

24/21 Grass Damaged Near Berkeley Homes Marketing Suite Former Site

To be addressed by end of May.

24/21 Action: Update ref lawn old marketing suite. (21/06/21)

SF

25/21 Access Path Mathews Close/ Trim Trail

BH technical team is assessing the situation.

25/21 Action: Update ref path Mathews Close/ Trim Trail (21/06/21)

SF

39/20 Damage Caused by BH's Scaffolding

To be completed by end of May. SF confirmed that there was about 20 areas still requiring attention including the turf in Lambe Close and this included removing the scaffolding pole that had been left in situ.

MB confirmed that the slabs in Edwards Close will be addressed on 24/5/21.

39/20 Action: Update on repairs to damaged landscape areas. (21/06/21)

SF

39/20 Action: Update on slabs in Edwards Close. (21/06/21)

MB

9/21 Hand-over Car Park Amisse Drive

SF is awaiting contact from JH to discuss this further.

9/21 Action: SHG & BH to identify & address defects/security issues raised by residents. (21/06/21)

SF/JH

22/21 Bollard Amisse Drive

To be repaired by end of May.

22/21 Action: Update on replacement of bollards. (21/6/21)

MB

32/21 Bollard to be replaced or hole made safe bus lane.

Bollard has been replaced.

Action Closed

23/21 Location of Communal Satellite Dishes.

MB reported that RMG records did not extend to details of which satellite systems serve which residences or roads without a full site survey taking place. SF said she would check if BH's records identify which phase each satellite serves.

SF reported that the satellite on the roof of the big apartment block in Walters Close serves the whole of phases 8, 9 & 10. (Action 23/21b closed)

23/21a Action: Check if BH's records identify which phase each satellite serves. (21/06/21)

SF

17/21 Cobbles Booth/Alisander/Poynder

RMG obtained a quote for repairing the cobbled areas on managed land around the estate. A discussion took place and it was felt that engaging a surveyor to provide a report on the cause of the perceived premature defects could be a worthwhile investment. SF said that BH could provide the surveyor with historic construction information if they required specific information. The committee asked MB to present them with a map identifying areas in need of repair to ensure all defective locations were included because some areas, such as around the pond in Poynder, were missing from the quote.

17/21a Action: RMG to liaise with TMBC/ BH ref repair to cobbled areas on adopted roads. (21/06/21)

MB/JaS

17/21b Action: Map of defective cobbled areas to be prepared. (21/06/21)

MB

17/21c Action: Quote for survey to be obtained. (21/6/21)

MB

18/21 Salt Bins

Map of current salt bin locations presented to committee. MB to discuss with Estate Manager suitable locations for additional bins.

18/21 Action: Discuss with Estate Manager salt bin locations. (21/06/21)

MB

20/21 Dog Waste Bins

RMG have noted the suggested locations for additional dog waste bins provided by the committee, but prior to installation they wish to consult nearby residents in case they have any objections.

20/21 Action: Update on installation of dog waste bins. (21/06/21)

MB

42/21 Food Vendors' Policy

It was agreed that any food vendors interested in visiting the estate should contact RMG direct & RMG will carry out all necessary checks & then residents' opinion would identify whether there was a demand for their trade. To avoid disturbance to residents, vendors will need to provide their own power supply via an unobtrusive means, for example via solar panels or a dampened generator.

Action Closed

35/20 Apparently abandoned Blue Astra Pollyfields

MB reported RMG are still awaiting the council to place a notice on this vehicle. Concern was expressed over the lack of action and he agreed to check out the situation with the council to ensure they were progressing this.

35/20 Action: Update ref abandoned Astra in Pollyfields (21/06/21)

MB

39/21 Estate Managers Monthly Security Update.

MB explained that the local PCSO was unable to provide details of incidents on the estate other than referencing the information on the Kent Police website. The

committee was disappointed with this outcome as it was hoped to obtain information to assist with the placing of the CCTV. AO reported that local Community Safety Groups were unable to share information with the HLRA as it is not signed up to its protocol agreement. **Action Closed**

41/21 Gym Induction Sessions

A letter has been issued inviting residents to book a gym induction with the Educated Body via their website <https://www.educatedbody.com/holboroughlakes>

It was asked if a notice could be placed in the window of the gym advising that it was only open for booked induction sessions in order to prevent any confusion about it still being closed for other residents.

41/21 Action: Notice in gym window 'Booked Inductions Only' (asap) MB

40/21 Village Hall

MB reported that the Village Hall was now open for indoor sports, but as per the Government's covid guidelines restrictions affect the permitted activities & numbers of persons attending. (See www.gov.uk/guidance/coronavirus-covid-19-grassroots-sports-guidance-for-the-public-and-sport-providers) All class holders are required to provide a risk assessment and method statement which will be approved by RMG. The class holder is the responsible person and is required to ensure all measures are being carried out to control the risks. **Action Closed**

14/21 Concerns ref standard of gardening service in Pollyfield/Amissse areas

RMG & SHG plan to meet up in June to discuss this.

14/21 Action: RMG & SHG agree a plan of action. (21/06/21) MB/AO

46/21 Defective Guttering on Booth Close Bin Store.

SHG have passed to their maintenance team to attend.

46/21 Action: Update guttering Booth Close Bin store. (21/06/21) AO

34/21 Potential Locations For EV Charging Points

The committee has not progressed this action. A 'Committee Only' meeting will be scheduled mid-month & this will be discussed.

34/21 Action: HLRA to identify potential locations for EV points.(21/04/21) CMG

16/20 Flashing speed signs

CMG had liaised with Snodland Council & KCC Highways. A 'Committee Only' meeting will be scheduled mid-month & this will be discussed

16/20 Action: Discuss preventative measures to address speeding vehicles. (21/06/21) CMG

The following actions were agreed as 'Closed':

4/20 Pavement Amissse Re-surfacing Works. Works completed.	Action Closed.
32/20 Reimbursement From BH. Payment received by RMG.	Action Closed
31/21 Flag pole tubes outside marketing suite. Removed.	Action Closed
33/21 Visitor Parking Mathews Close. Letter sent.	Action Closed
33/21b & 44/21 Reply sent to residents.	Actions Closed
36/21 Contractors cars – UKPC requested to attend during day.	Action Closed
37/21 Provide CCTV map for quote. Provided.	Action Closed
37/21 Provide details of CCTV company to SIG CCTV. Provided.	Action Closed

38/21 Identify which CCTV are mobile. All are.	Action Closed
43/21 Poll for opinion on food vendors. Initiated.	Action Closed
45/21 SHG Booth Close properties last decorated 2016 due in 2023.	Action Closed
47/21 Jet-washing properties. SHG not taking this forward.	Action Closed

3) BH Build Update May 2021

Area 9

Construction of the remaining (14) 1 bedroom flats, 3, 4 & 5 bedroom homes will be completed and handed over to customers by the end of May 2021

Parkside (Former Compound) Excluding the Sales Area which is (6 Apts, 1 FOG, 2 (2) Storey Houses)

Construction status of the remaining (12) – 3, 4 & 5 Bedroom Homes, these have all be completed and handed over

Sales and Marketing Area

The old marketing suite has been demolished and the foundations have been concreted to the, 6 Flats, 1 Fog and 2 (2) Storey Houses, substructures are due to commence on Monday 17th May

Substructure – Masonry constructed below Ground Level.

Superstructure – Masonry constructed above Ground Level.

4) Communication From Residents

4.1 Overgrowing Plants From Tarmac Land Alisander Close/Booth Close

SHW expressed concern on behalf of residents about plants overgrowing from Tarmac land into gardens in Alisander Close/Booth Close causing damage to fencing & decking. SHW has a contact name at Tarmac.

48/21 Action: SHW to send contact details to MB (asap)

SHW

48/21 Action: MB to contact Tarmac ref overgrowing plants/damaged fences & decking. (21/06/21)

MB

4.2 EWS1 Certificates

SF reported that all apartment blocks on Phases 1-5 on the estate have been issued an EWS1 and all are A2 grade (no remedial work required). These certificates last for 5 years. RMG will circulate this information to apartment block residents & explain how they can obtain the certificate from RMG. The RICS guidance is that FOGs do not require EWS1 certificates, however should a resident be required to provide an EWS1 by a mortgage company then residents should contact SF who will deal with requests on a case-to case basis. (sarah.fisher@berkeleygroup.co.uk) There was some confusion over charges for the issue of these certificates; SF explained that this was still under discussion at BH. The committee would like clarification as to whether the surveyors' charges are being passed to residents via the service charge. AO explained that if any resident in a SHG block required an EWS1 certificate as part of a sale then they should contact the SHG service centre (Southern Housing Group contact is: 0300 303 1773 Service.Centre@shgroup.org.uk)

49/21 Action: Write to apartment residents ref EWS1. (21/06/21)

MB

49/21 Action: Confirm how costs of EWS1 surveys will be met. (21/06/21)

SF

7.3. Time restriction on vehicles parking in visitor bays.

RMG response- The Estate Manager/RMG do not police the visitor bays and action is only taken if residents complain about a vehicle parking in a bay permanently or commercial vehicles are parked there overnight a notice will be placed on them reminding them of good neighbourly conduct. But we would not and cannot ask UKPC to issue a ticket to any vehicle parked in a visitor's bay.

(SF left the meeting at this time)

7.4. Parking in front of garages Phases 1 & 2.

Apparently, many years ago some residents were given permission from BH & RMG to park their cars in front of their garages as it was considered they would not cause an obstruction to other vehicles. This permission was granted in writing and they were issued with a parking permit with the letter 'G' on it. UKPC were informed that these vehicles had permission to park in this way and they would not be ticketed, but other vehicles parking in front of their garages would get a ticket. A resident is asking if this policy is still in force?

RMG response - This is still in force, anyone who has been previously granted permission to park in front of their garage can continue to do so. Anyone else who is parking in front of their garage without the necessary permission needs to contact RMG in order for them to consider each case individually before permission is granted to them to ensure they will not be parked in a place that may cause obstruction to others.

Parking obstructions in general

RMG response - On the adopted roads any vehicles parked in a way that is causing an obstruction then residents can contact the non-emergency number of 101 or visit the Kent Police website and submit a report/photo etc. On the unadopted roads John/RMG can be informed and the vehicle in breach will be reported to UKPC and when they are next on site a ticket will be issued to that vehicle.

7.5. Complaints ref Estate Maintenance Alisander Close.

This issue has been passed to SIG Estate Maintenance to liaise with RMG.

7.6. Request for Lights on Trim Trail Near Marketing Suite.

BH response - SF has passed this onto site/technical team who will be reviewing

(HLRA Secretary will reply to residents after the meeting to update them)

5. RMG Organisation Updates – May 2021

1. The rills and water features were serviced on 22 April.
2. On the 13 May the foliage that overhangs the northern perimeter fence from Ladds Lane to the Alisander playpark was cutback by Tarmac contractors.
3. Sara the TMBC Dog Warden has visited Holborough on four previous occasions this year. She has kindly presented TMBC posters and other paraphernalia that will help educate our residents and visitors on the ownership of pets and the responsibilities that go with it. Sara will be patrolling the estate unannounced and can fine pet owners who do not clean up after their animals.
4. 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. Please can all residents be respectful of this and dispose of rubbish and waste in the correct manner.

5. Site contractors are parking in residents and visitor bays throughout the estate and are not parking in the designated areas.

6. A works schedule has been agreed for the remedial works on the fire stopping areas commencing 24 May and completion of the landscaping works on the first week of June.

7. The granite set area by Whitby Close will be repaired on 25 and 26 May and the contractors will try to ensure minimal disruption for the residents.

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 un-adopted road

6. SHG Report - May 2021

AO advised the meeting that all updates had been covered in the ongoing actions list at the start of the meeting. (Southern Housing Group contact is: 0300 303 1773 Service.Centre@shgroup.org.uk)

7. SIG Updates

7.1 SIG CCTV/Security Update

SC reported that two quotes have been received for installation of 6 new surveillance type CTV cameras. (KP declared her conflict of interest in being involved in the provision of one of these quotes) These will be circulated to committee members for review & further discussions. RMG will then make the final decision on awarding the contract. There is a third company offering to quote, but contact has not yet been established.

SC reported that all current CCTV can be moved. Committee members were asked to consider the optimum locations for them. (Currently – entrance/exit /the Green/ Pollyfields).

50/21 Action: Confirm with Estate Manager that all CCTV are working effectively. (21/06/21)

MB

51/21 Action: Committee to consider the three quotes' specifications to assess their suitability for the estate's needs and to also consider the optimum locations of current CCTV. (21/06/21)

HLRA

7.1.1 Estate Manager's Security Monthly Update

This month there had been one incident of theft of a pedal bike from Pollyfield area.

We would again request that residents report all such incidents to the police & Estate Manager in order to establish an accurate position in relation to criminal behavior on the estate. Details of how to report such matters can be found at <https://holboroughlakes.uk/news/>

7.2 SIG Social

SH reported that the HLRA website is to be upgraded. She is also keen to set up some local youth initiatives and is working on some ideas. SHW reported that 35 residents had volunteered to assist with social events on the estate. SH will contact them to discuss details. SH advised the meeting of discussions she had held with a

marketing specialist who wished to create and distribute a magazine on the estate in conjunction with the HLRA.

52/21 Action: Consult volunteers for SIG social. (21/06/21)

SH

53/21 Action: Committee to consider magazine proposal for further discussion at a mid-monthly 'Committee Only' meeting. (asap)

HLRA

Food Vendor Survey

SHW reported that there were 116 responses to the survey, with 87.1% in favour of food vendors attending the estate. She provided the meeting with details of the responses. 90.1% supported an International Food Fair held on the estate. SIG social will pursue this further with RMG.

7.3 SIG Accounts

CMG reported that the examination of 2019 invoices has been completed and a list of queries has been sent to James Sturgeon and we are awaiting his response. This covers the estate, gym, Phases 1, 2 and 5 invoices. (Other phases were not represented in the process so could not be included.)

8. AOB

CMG asked the meeting their thoughts on the format of future HLRA meetings. Majority of those present were in favour of continuing with Zoom format if this was possible.

Next meeting on Monday 21st June at 7pm via Zoom.

Meeting closed 9.20 pm