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Minutes of the HLRA meeting on the 15th November 2021 (Via Zoom)

Present: Christine McGrath (CMG) (Chair), Annette Davies (AD), Sarah Hands (SH), Sam Hollingsworth (SHW), Nicola Hughes (NH), Jon Kanareck (JK), Christina Moir (CM), Heli Sarin-Yates (HSY), Adrian Soper (AS), Lyn Roberts (LR).

Observer: Claire Wych

BH representative: Sarah Fisher declined to attend as no RMG representative was available to attend the meeting and she advises that *'it is crucial that RMG are involved in any discussions which Berkeley Homes are a part of as any updates/proposals will require their close involvement.'*

RMG representative: No one available. (Mohamed Benyermak has now left RMG and his replacement has not yet commenced employment.)

SHG representative: June Heslop (SHG), Angela Ogbe (AO).

Apologies: Sarah Fisher (SF), James Sturgeon (JaS).

1. Welcome

The Chair welcomed Claire Wych as an observer to the meeting with a view to joining the committee. Alan Brooks & James Plumb had hoped to also attend with the same remit but were unfortunately delayed elsewhere.

Although no representatives were available from RMG or BH they did provide updates to their outstanding actions & these are recorded below.

The committee was extremely disappointed that there were no representatives from RMG or BH as this frustrated the purpose of the meeting. It was agreed that it would be useful for a few members to hold a meeting with JaS & SF during the working day to discuss the most vital outstanding issues. These issues are highlighted in red in the minutes.

86/21 Action: Arrange meeting with JaS & SF (asap)

JH

2. Actions Outstanding From Previous Meetings

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

Repairs had begun but are more complex than anticipated. BH site team are relooking at how this should take place. SF will be meeting with site team w/c 12th Nov to confirm plan of action for this.

1/20 Action: Confirm repairs to bandstand area completed. (17/01/21)

SF

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

SF advised that a formal response will be sent in an email to the HLRA.

2/20 Action: Update ref old service road. (asap)

SF

3/20 Proposed TRO Jeffrey's Lane & Pedestrian Crossing

BH are awaiting response from KCC on this before they can progress.

3/20 Action: Update ref TRO/pedestrian crossing/20mph signs (17/01/22)

SF

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

Update from SF - Design for equipment has been finalized & awaiting H&S sign off. Once approved BH hope to be able to confirm installation date.

CMG expressed her disappointment that the water specialist report/findings had not yet been shared with the HLRA/residents. The committee expressed the view that with the wetter winter months ahead, residents should be fully apprised of the lake situation.

8/20 Action: Updates on specialist report. (asap)

SF

16/20 Flashing Speed Signs

Speed signs cannot be installed until after the TRO is in place.

16/20 Action: Awaiting implementation of TRO. (ongoing)

HLRA

9/21 Amisse Drive Roundabout Landscape Improvements.

This action had originally been closed on 19/07/21 but has been reopened on 18/10/21 at request of JH to address lack of progress. Update received from RMG on 11/11/21 that they have obtained quotes which are with Sarah Fisher for approval.

9/21 Action: Update on Amisse drive roundabout. (asap) JaS

16/21 Flooding On Trim Trail

Building works ongoing until 2022.

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

17/21 Cobbles Booth/Alisander/Poynder

Surveyor attended site & RMG are awaiting their report.

17/21a Action: RMG liaise with TMBC ref cobbled areas adopted roads. (asap) JaS

17/21b Action: Map of defective cobbled areas to be updated. (asap) JaS

17/21d Action: Identify contractors who laid/repared cobbles (asap) SF

17/21e Action: Update on surveyor's findings (asap) JaS

23/21 Details of Communal Satellite Dishes.

SF reported that BH technical team have exhausted all options to locate this information for older phases and it appears that it is not available.

The committee expressed their wish to have a reassurance that the contractor has appropriate knowledge of the system to maintain dishes.

23/21 Action: Confirm that the contractor (Yeames) have the necessary details to maintain the dishes effectively. (17/01/22) JaS

25/21 Access Path Mathews Close/ Trim Trail

BH technical team have looked into this, but it has been confirmed that in order to comply with planning requirements they would have to resubmit an application for this area which would not be something that BH would undertake for these works.

Action Closed

35/21 Fibre Broadband Installation

Design has now been finalized and BH are awaiting some formal wayleave information to progress this. **35/21 Action: Update ref fibre broadband. (asap)**

SF

46/21 Defective Guttering on Booth Close Bin Store & other issues. (SHG)

This has now been rectified and locks have been checked.

Action Closed

48/21 Overgrowing Plants From Tarmac Land Alisander Close/Booth Close

The Estate Manager held a meeting with Tarmac contractor and identified areas in need of attention in September. RMG are still waiting to hear back from Savills/Tarmac.

48/21 Action: Contact Savills for an update. (17/01/22) JaS

51/21 CCTV quotes

3rd quote obtained by RMG and circulated to HLRA to consider.

CMG suggested that 'Resident X', who has expressed a desire to assist the HLRA, be asked to review these quotes and report back to the committee, as he has expertise in this area. The committee agreed with this suggestion. JH confirmed that SHG would have to review the quote once a decision was made to ensure it met with their policies.

51/21 Action: Send CCTV quotes to 'Resident X'. (asap) CMG

51/21 Action: Establish whether there is a need to consult further with residents. (17/01/22) JaS

55/21 'Holborough Lakes Welcomes Safe Drivers' Sign.

SF will respond to SH w/c 15.11.21

55/21 Action: Update on 'Safe Driver' sign. (17/01/22) SF /SH

57/21 Estate Maintenance

There was no RMG update on locating plans for Phase 1 & 2. A suggestion was made that the Estate Manager could draft a plan of the managed land in these areas.

57/21 Action: Draw up a comprehensive maintenance plan detailing work required on all areas of managed land. (17/01/22) JaS

60/21 Alisander bin store repairs/decoration

This has been rectified.

Action Closed

67/21 Gardening and Landscaping in SHG Areas Schedule

JH had previously circulated her sample gardening schedule to the committee.

The Estate Manager has sent a gardening specification to JH. *(Post meeting update JH has circulated the specification received from RMG to the committee for information.)*

67/21 Action: RMG to agree a gardening schedule with SHG. (17/01/22)

JaS/JH

68/21 Amisse Drive/Pollyfield Close CCTV

Residents advised to contact Estate Manager if there are incidents & ask that CCTV be checked.

Action Closed

69/21 SHG Booth Close Properties Lost Vent Covers

Vents have been replaced by SHG. JH clarified that the external decoration of SHG properties takes place approximately every 7 years.

Action Closed

71/21 Poynder Pond.

Update from RMG- JaS wrote to the chair of the HLRA at the end of July asking the HLRA for their view on whether to keep the fish or not. Only a few members voted and the response was that RMG and Berkeley Homes should make the decision. JaS provided costs within that email. The cost of running the pumps will be approx. 10p- 12p per day = approx. electricity costs of £70-80 per annum. The committee was concerned about unidentified additional costs which may be incurred and therefore wished to discuss this further with RMG.

71/21 Action: JaS to reconsider decision to maintain fish in Poynder pond in the light of increased energy costs.

JaS

72/21 Defibrillator.

HSY advised that the best overall price is via Well Medical. They have a package including everything needed for £1250+vat taking it roughly to £1500. Other suppliers sell everything separately.

The actual defibrillator can be delivered within a few days, but the outside box has a delivery time about 6 weeks from the date of ordering. She reported that she had supplied details of a local electrician willing to carry out the installation to RMG. She stressed that she was keen to expedite the installation and would encourage RMG to place the order for the defibrillator asap.

11/11/21- From RMG - RMG will reach out to the electrical contractor recommended by the HLRA to provide a comparable quote.

72/21 Action: Obtain further quotes for installation of defibrillator. (asap)

JaS

75/21 Marking of Visitor Parking Bays Behind 60-70 Manley Boulevard Gate

RMG will write to the residents of the gated area before installing the plaques to advise that if they are removed then RMG will have no option than to mark them in white paint.

75/21 Action: Mark visitor bays behind Manley Boulevard gate. (17/01/22)

JaS

76/21 Costs of Painting of Estate Frontage

76/21 Action: Check with SF if BH are responsible for some of these costs. (17/01/22)

SF

80/21 Cleaning of the Gym

RMG reported that the new cleaning regime is working well. The matted areas are hoovered every day and mopped approx. twice a week dependent on the weather/time of year. HSY felt that the cleaning was better, but that there was still room for improvement, and she also wanted to know what additional costs are incurred with the new schedule as extra hours are being worked.

80/21 Action: Provide details of additional costs of cleaning gym. (17/01/22)

JaS

81/21 Gym Equipment Maintenance

RMG report that all machines are repaired and working. The only outstanding item is the new screen on one of the rowers which has been ordered and will be replaced shortly.

Action Closed

83/21 Trellis Amiss Drive

SF reported the following – ‘Berkeley Homes are very close to completing construction within Holborough Lakes, we have reviewed many front gardens across Holborough Lakes and feel that there are numerous front gardens which are not “in keeping” with the original design of Holborough Lakes. A variety of changes have been made which range from installation of white stones, large planters, benches, and slate, As the management of the front gardens has not been strict or consistent over the lifetime of the development, on this basis, I do not feel it would fair to force this resident to remove the trellis.’

It was agreed that the committee could do nothing more in relation to this issue or any other issues regarding apparent breaches of covenants as it is up to BH to take enforcement action & they appear reluctant to do so. **Action Closed**

The following actions were agreed as ‘Closed’:

77/21 Sky Q Communal Aerial Issue

All new blocks in phase 6,7 &11 8,9 &10 have access to Sky Q, older apartment blocks (Phases 1 – 5) would not have been fitted as “Sky Q ready” as this service was not available when they were built/designed. **Action Closed**

84/21 Arriva Buses

AS spoke with manager at Arriva who stated no changes are currently planned for the bus service to the estate. **Action Closed**

3. RMG Organisation Updates – November- 2021

1. The rills and water features were serviced on 01 November.
2. TMBC have issued re-cycling bins to 2 Waters Close and 8 Higham Avenue.
3. The gym equipment contractors have inspected and repaired various machines throughout October and November.
4. The Air Conditioning contractors inspected and serviced the gym system on 21 October.
5. Residents are politely reminded to clean up their dog waste whilst exercising their pets.
6. The contractors are nearing completion of the tree and vegetation works on the lake.
7. Residents are encouraged to call the Police on the non-emergency number 101 should they witness anti-social behaviour.
8. There was an inspection and testing of the dry risers in Lakeview and 2 Walters Close on 25 October.
9. The village hall is open and taking bookings for children’s parties and classes. Contact the estate manager who will be able to assist all enquiries.

4. SHG Report

PARKING

Following a meeting with some SHG residents on 08/11/2021 and hearing their concerns, SHG have agreed to pause the new parking contract in Southern Housing Group owned land until sometime in the New Year to allow SHG to consider how the parking scheme would be implemented.

LEAK FROM 157 POYNDR

SHG’s heating contractors have been trying to get to the source of the leak. They have managed to gain access into several flats in the block & by elimination the leak has been traced to a particular flat. The work was meant to go ahead on Thursday 11/11/2021 but did not because of miscommunication between the contractor and the resident. It is believed that the contractor was due to attend on 15/11/21.

5. Communication From Residents

5.1 Breaches of Covenants

A resident asked if BH or TMBC are going to act in relation to breaches of covenants including doors on car ports and over-sized garden buildings?

The HLRA are unable to pursue any further issues in relation to breaches of covenants as it has become clear that BH are not prepared to take any enforcement action.

5.2 Request for SHG residents to be permitted to join HLRA committee.

A response was received from the resident to the HLRA reply detailed in last month's minutes.

The response has been noted, but there will be no further communication from the HLRA on this matter as the position has already been fully clarified.

5.3 Lack of Maintenance Lamb Close

Grassed area in Lamb Close where scaffolding was, is being neglected by estate team and weeds are growing uncontrollably.

Unable to progress as JaS not present – held-over to next meeting.

5.4. Defective Lighting Manley Boulevard.

BH are holding ongoing discussions with KCC about the Manley streetlights. CMG has been in discussion with the Estate Manager & there are complexities around resolving this issue which she will share with the committee via email to update them fully.

87/21 Action: Share emails ref lighting Manley. (asap)

CMG

5.5. Danger to toddlers and young children on the slip way and surrounding areas of the lake.

This has been raised in the past, but there is nothing that RMG can do. Parents are requested to supervise their children around the water's edge.

5.6 Request for spin bike in gym.

This is not currently possible due to the contract with the Educated Body. The committee agreed that when the gym equipment is next due to be replaced residents should be consulted as to what equipment they would prefer.

5.7 Marking of Parking Bays in Phase 3.

MB was dealing with this, but had apparently stated that information from BH was not forthcoming to allow this to be actioned.

Issue to be raised with JaS at next meeting.

5.8 Defective Bollard Light car park Phase 3 behind terraces on Manley Boulevard. This has been reported to RMG but has not been actioned.

Issue to be raised with JaS at next meeting.

6. AOB

6.2 Dropped kerb access point on Village Green (SH)

Unable to progress as JaS not present – held-over to next meeting.

6.3 Repairs to Water Feature at front of estate. (CM)

Unable to progress as JaS not present – held-over to next meeting.

6.4 Reducing the impact of fuel charge increases on service charge costs (CMG)

Unable to progress as JaS not present – held-over to next meeting.

6.5 Parking on path and road outside of the village hall

Some drivers are parking inconsiderately impacting other road users. (AS)

88/21 Action: Concerns ref parking at Village Hall to be raised with JaS via email. (asap) AS

6.6. Christmas lights. (HSY) 89/21 Action: Issue of Christmas lights to be raised with JaS via email.(asap)

HSY

6.7 2019 & 2020 Accounts

NH wished to have it recorded that she was very disappointed at the length of time being taken to publish the 2020 accounts & the committee agreed that a delay of over 10 months was unacceptable & may present unexpected charges to residents at a time when finances are already stretched due to Christmas. NH explained that the invoice checking group had raised several queries with JaS on 13/10/21 regarding the 2019 accounts but were still awaiting a response regarding these.

6.8 Management of future HLRA meetings (CMG)

AD agreed to Chair the meeting on 17/1/22.

SHW agreed to take responsibilities of Chair between 16/11/21- 17/1/22.

SHW agreed to take the lead in answering communication from residents.

Members were asked to consider which issues they feel warranted the attention of the HLRA as it was felt that too much time had been spent in the past discussing minor issues. Members were also asked to identify which of these issues they would like to take the lead on. It was hoped that this would reduce the length of meetings. It was also suggested that the meetings start at 7.30pm rather than 7pm.

Committee agreed to an informal meeting on 09/01/22 at 10am to agree how meetings will operate going forward.

6.9. Future Management of Estate (SH & NH)

To be discussed at future meetings.

Closure

New Members

Claire Wych elected to join the committee as a permanent member subject to personal commitments.

James Plumb & Alan Brooks will be invited to the meeting on 09/01/22 and 17/1/2022

90/21 Action: Invite James Plumb & Alan Brooks to meeting. (asap)

SHW

90/21 Action: Book Village Hall (asap)

SH

Halloween Trail

The Chair thanked Sarah Hands and her team of volunteers for their excellent organisation of the Halloween trail which was enjoyed by many children (and adults) on the estate.

Thanks

The committee thanked CMG & LR for their efforts as Chair and Secretary as they stood down from the committee with effect from the end of this meeting.

Seasons Greetings

As there is no meeting in December the committee expressed Seasons Greetings to all Holborough Lakes' residents and we look forward to continuing to support you in 2022.

Next meeting on Monday 17th January 2022 - time to be confirmed.

Meeting closed 9.00pm

Appendix A Actions By HLRA Committee MeJaSers Outside of Meeting

1) Update on the work by AS with Arriva. Visits made by the General Manager, Operations Manager and Risk Manager of Arriva to look at the area and ascertain the correct speed limits and areas in question. They are currently implementing an internal education programme within the depot to help drivers understand this limits and rules. AS has been asked to report any offending drivers so that they can be spoken to and appropriate action taken from the on- bus CCTV (which is available for 24hrs)