

Faversham Lakes Residents' Association

Minutes of Residents' Meeting

Date	Wednesday 7th October 2026
Time / venue	18:30 – Community Hub, Faversham Lakes
Chair	Jacqui Chart
Minutes	Dean Ogden
Present	44 Residents + Cllr Alex Eyre
Apologies	Andersons (Estate Management); West Kent Housing Association (WKHA)

1. Introduction (Dean)

Discussion / outcome Much improved turn out for first in person event outside of AGM's for a couple of years.

2. General Updates / Heritage Buildings (Jacqui)

Community Hub

- Café Manager to be employed. Anyone interested must have experience of running a café and food hygiene and health and safety knowledge: email favershamlakes@outlook.com we would like this to be someone local if possible so are open to discussing and supporting applications to Andersons

Resident engagement

- The RA (Residents Association) is a volunteer group. Issues carry more leverage when raised properly: report to Andersons (estatesmanagement@adgl.co.uk).
- Involve the RA where issues are not resolved (favershamlakes@outlook.com) so they can be raised in update sessions with Andersons. Not via the WhatsApp / Social Media channels. We no longer monitor them for issues as it's time consuming and it prompts abuse.
- We represent the residents and are keen to get positive engagement ideas, submit those via the email address.

Site and Heritage Buildings

- Andersons leaving site imminently; skeleton crew on Heritage Buildings area; offices to be removed in 6–8 weeks. Advice: get issues reported before they leave.
- Christmas event: volunteers to be sought; planned for the Community Hub, weekend of 12th December (avoiding West Faversham Community Centre).
- Five coffee mornings held this year and will continue to be held on the last Thursday of every month. Usually walk to Café on the Creek – all welcome, meet at 10:30 by the Show Home.

Update on actions from previous meeting

- Pathway issues: resolved (now a full walkway).
- Waste bins: addressed and installed new dog waste bins. General waste bins disputed by Andersons on cost grounds.
- Fencing at end of Stoving: chased and implemented following safety concerns.
- Trees (Bethell / non-complete areas): to be reviewed and addressed by Estate Management.

Trees

- Applied for 135 trees in two packs (Woodland / Hedgerow). If approved, delivery March 2027.
- 135 saplings in March: "owners" for the trees will be sought / needed to look after them

The application was confirmed as successful on 7th October, the RA will work with groups interested in planting and maintaining going forwards. Expected to be delivered in March '27.

Actions

Action	Responsibility	Due
Set up a group for allocation / ownership / maintenance of them	Dean / Trevor	Q1 '27

3. Firstport Update (Dean)

- Andersons (ADGL) audit now complete. The gardening company had claimed it was owed approx. £50k.
- RA position (Nov '25): establish contractual liability / dispute; gardening company to address with Firstport unless a financially non-impactful settlement was available.
- Andersons' statement (by email): settled using funds from WKHA, who had withheld payment. Matter now closed with no further impact on service charges.

This issue is now closed

4. Parking Management (Jacqui)

- Andersons to start enforcing parking per covenants because of the volume of complaints. Will write to each household; introduced once remaining housing stock is sold.
- Parking management company to produce an FAQ leaflet; signage to be introduced; visitor permits TBC possibly purchasable via an app.
- RA remains neutral (as many object as support; parking does not improve). It will collate consensus views as more is known but will not become involved in individual or collective disputes, nor will Estate Management.

Discussion / outcome

Actions

Action	Responsibility	Due
n/A		

5. Funds Granted and Applied For (Dean)

Member grants

- £125 received from Councillor Alex Eyre's discretionary fund; will continue to apply.
- Allocation: £50 to website costs; £75 to bookcase(s) for the Community Hub.
- Plan: community library at the Hub; collecting children's books / fiction (good-quality donations).

Faversham Lakes Orchard

- Applied for approx. £3,500 from the FTC Community Fund for a 35-tree community orchard. Decision pending; submission pack is on the website. Proposed site shown in the deck. Happy to report that Alex Eyre announced we'd be granted £2500 to implement this
- Proposal to run as a sub-group of the RA, as it should not be only for Faversham Lakes (TBC).

- Option: Faversham TC Community Lottery, but small catchment and 60% retained. Views sought.

There was a discussion for the proposed site of the Orchard being suitable. We'd already suggested alternatives but needed to put down a proposed area. We'll work with residents / Anderson to come up with a plan for where we best locate this.

We discussed the idea proposed by Cllr Rob Crayford for using Faversham lottery for funding. Took a show of hands of those in favour of pursuing this. Zero hands were raised, so idea dismissed.

Actions

Action	Responsibility	Due
Follow up with Anderson / Residents in direct line of site and come up with an implementation plan	Dean	Nov '27

6. Bank Account / Funds (Liam)

- SumUp account to be created so the RA can fundraise simply and safely (tap-to-pay on nominated phones, QR codes).
- Funds paid to the FLRA community account by 7am next day. Cost 1.69% on card transactions, 0% on QR code. Square and PayPal/Zettle reviewed and were more expensive.
- Expenditure: £76 on two bookshelves for the Community Hub library.

Discussion / outcome

[Insert notes]

Actions

Action	Responsibility	Due
To implement ahead of any further events	Liam	Dec '27

7. Woodland Trust (Dean)

Covered under Trees (item 2): 135 saplings in two packs (Woodland / Hedgerow), this was approved, so owners needed.

Discussion / outcome

Dean / Trevor will need to mobilise ahead of time and monitor comms from Woodland Trust.

8. Meetings / AGM

8.1 Meeting formats

Will look to do more in person meetings as this event appears to have worked well with improved attendance. We don't see a point where hybrid meetings will work well due to facilities. We'll use Teams meetings for shorter update meetings.

8.2 AGM process / Voting

Proposal to keep the current format of candidate nominations by a cut-off date and to publish profiles on the website will remain.

Proposal to drop the online voting option as we now have the Community Space. We'll work out a way of manning a place to drop off votes in an extended time window and where required anonymously. We'll also maintain in person AGM voting.

AGM / Nominations (for discussion)

- Nominations to be received by a cut-off date in line with last year (dates TBC).
- Proposal: Hold the AGM in person at the Hub to facilitate voting; closed ballots counted along with a show of hands. Not to be run as last year, due to time impact. In-person meetings to be mixed with other formats going forward.

Discussion / outcome

Zero objections from the people in the room and broad support for the proposals

9. Any Other Business (including questions)

8.1 Water safety / lakeside safety

- Working with Andersons / Estate Management on planning; proposing three new life rings: by Scout Hut lake; by the entrance road area; [third location not stated in deck – to confirm]. Procurement already under way.
- Andersons' risk assessment noted downsides: a) unintended consequences, e.g. encouraging swimming or ropes strung across at neck height. Vigilance required.

Discussion / outcome

Unfortunately the person raising this urgent issue was unable to attend and represent their views. We discussed the need to be clear on who is responsible for what. At present the lakes are 'Managed' by Mid Kent Fisheries who do not respond in timely manner.

Discussed also other unforeseen impacts:

- a) vandalism and constant inspection needs (liability);*
- b) risks of misuse*

Residents are supportive of installation of the proposed extra life buoys with caveats:

One off gesture and not an admission of responsibility or liability.

No commitment to constant monitoring and any ongoing costs of maintenance being applied to Service Charges.

Needs to be carefully monitored and managed by those actually responsible for safety of the areas.

Any action here leaves vast areas of open water on the other side / Creek and that is impossible to manage and we will focus just on areas closest to homes.

Actions

Action	Responsibility	Due
RA to work with ADGL on site team to discuss placement and monitoring	Dean / Jacqui	Dec '27

8.2 Other items

- Trees, Bethell Road: to be reviewed and actioned when Oare Road space is done.
- Bollards around green spaces: asked to provide a plan; Dean will co-ordinate if contacted.
- Noise, John Hall Close / Harrier Express: residents say noise and light have worsened.
- Dead grass areas: to be reviewed and addressed as they recover naturally.

Discussion / outcome

Noise - Proposal to watch and wait on this one as Tony Chart has contacts and had a productive discussion with those involved. Discussed a collective letter / engagement with Alex Eyre as a starting point if required, acknowledged the difficulties.

8.3 Follow-up questions from residents

#	Question	Response / outcome	Owner
1	When will things be finished? What we were told at the time does not match the reality.	This is a difficult one – see updates on site buildings etc. Opening of resources are complicated by conditions found on site as issues are discovered / economic conditions	
2	Ham Road: water and hoarding, and parking on Oare Road too (Dean / Alex).	Alex has provided some resources	Dean / Jacqui to share / discuss and progress
3	Bollards at the end of Evers: planning originally stated they would be collapsible / a fire gate.	Dean submitted query to Anderson on this and will monitor	Dean / Jacqui
4	Planting: areas where the plans show more planting than is present.		Jacqui to question
5	15 Evangelist / 72 Bethell Road: tree needs removing as dead and unsightly.	Discussed and suggested contacting Gary on site directly with a view to removal. As per previous on trees – will try to engage on Woodland Trust project	

Other questions raised on the night

Discussion / outcome

Discussion around the Bollards near the Site entrance – have submitted a direct question on this to Anderson. Ham Road general parking issues are known and acknowledged by Alex. Will share and try to progress these Fly tipping near site access road – will have a look and collectively report.

Date of Next Meeting

TBC