

Hampshire Lakes Residents' Association (HLRA)
Committee Meeting held in the Library on 5th November 2022

Present:

Jenny Hydes(JH), Francis Walker(FW), Sam Dauncey(SD),
Diana Duckworth(DD), Joan Russam(JR), Janet McCombie(JM),
Brian Branson(BB), Keith Hall(KH), John Paine(JP)

Residents Present:

Yvonne Conway, Micaela Dell'Oso, Ann Hill, Carolyn Hill, Brian Livesley,
Val Livesley, Ruth Maynard, Ann Paine, Emrys Parry, Pauline Pearce,
Roger Pearce, Roger Pullen, Jo Taylor, Chris Widman, Ted Wooldridge,
Jill Woolgar.

Apologies for Absence

There were none

Minutes of Meeting on 1st October

Members were unanimous in approving the minutes of the meeting held on the 1st October and they were duly signed by the Chair.

Matters Arising

There were no matters arising which were not covered elsewhere in the agenda.

Meeting with Local Management on 3rd October

- Members had a summary of the topics which had been covered and the Chair commented on the most significant.
- The flood ditches should by now have been properly cleared
- There were still problems with the utility meters with some residents still not having had an invoice for several months. The problem is the link between the contractor and Anchor. Bishopstoke had had a similar problem.
- It was confirmed that manholes were being levelled where possible.
A member commented that work on this project seemed to have stopped because of a back injury to the person doing the work.
- Debbie had advised us that the window cleaning contractor was to be replaced and was likely to revert to a former contractor who had been satisfactory.

Annual Review Meeting

There was nothing further to report from the Annual Review Meeting, but the Chair reminded those present of the forthcoming EGM on the 9th November when we hoped to finalise the proposed changes to the constitution. In this connection members raised some concerns, but it was agreed that these could be adequately dealt with in the EGM before a vote was taken.

Treasurer's Report

The Treasurer reported that the only movements in the account had been the receipt of some subscriptions and the payment of £67.20 for setting up the new HLRA website. Bank balance is currently £4,484.94 which includes £346.04 held on behalf of the Bridge Club.

Membership Secretary's Report

Diana reported that we had one new member whom she welcomed and another 2 potential members who were due to come into the village this month. There is only one unsold apartment in Phase 2.

Working Groups

- Finance Group (FW, JR, SD)

Francis reported that those who had submitted queries concerning the accounts which had been issued and presented at the Annual Review Meeting had received written responses from Local Management. There are some more general issues which were worrying. These were particularly "Income from the estate". There is also an issue about utilities accounting and worrying is the interest on the funds that we have where we have been charged interest rather than received interest.

- Bistro & Social (JR)

Joan commented on recent events which had been well received although there had been a small decline in numbers recently.

Looking ahead she advised that there would be a Celebration Dinner on the evening of the coronation next year (6th May) and she sought advice from members as to whether they should also run an afternoon tea party on the following day. Members agreed that such an event should go ahead.

She also asked members to consider donating raffle prizes for a raffle to be held at Christmas in aid of the Entertainment Fund.

- Gardens (JM)

Janet reported that she was pleased with the progress being made by the new gardeners and in particular the way they were dealing with the falling leaves in particular in front of Reception where they could be slippery in the wet. They have also been planting the trees that were ordered to celebrate the Queen's Jubilee.

There was no further information about the future of the contract for the lawns. It is therefore unlikely to be finalised for another year.

- Wellness (KH)

Keith gave a full report on the progress he had made since taking on this group. His detailed report is attached as an Addendum to these minutes. His presentation was followed by a long discussion regarding the Wellness Centre and the various issues raised. There is a further meeting scheduled for the group to meet with Local Management later this month.

The Chair thanked Keith for his contribution and the very detailed information which he had researched. It was agreed that the finance aspects should be dealt with by the Finance group.

- Power & Energy (FW, BB, SD)

Francis reported that the purchase of a stair climber was now going ahead. He also advised that the talks by Trevor for residents was still planned to go ahead. Trevor was hoping to be able to involve a member of the fire service to join him to give advice about dealing with emergencies.

- Infrastructure & Buildings (BB)

Brian reported on the further delays in setting up a long term maintenance plan because of the need by Anchor to employ suitable contractors to carry out the survey. This would not be done until this time next year! Meanwhile work was not being done in the timeframe envisaged in the leases (7 years). Car charging was still on the agenda with no apparent prospect of anything been done.

Brian commented also on the possibility of installing solar panels. There is till research necessary to determine the possible extent of any installation and he will report further in due course.

Website Update (KH)

Keith reported that the website had gone live on the 29th September.

We have had 305 unique visitors to the site and over the last month have had an average of 9.3 visitors per day, who made 38.4 views of various web pages. The most popular pages are the Future Events, Lakes News and the Wellness pages.

Any Other Business

- Francis reported on his project to rationalise car parking. He had had 2 meetings with the Local Management but car parking was not a priority. He had also researched the references in the leases to identify any differences between Phase 1 and Phase 2. He found there were no differences. In both cases there was a requirement for Anchor to issue residents with a parking licence. They had done this for Phase 1 but not for Phase 2.
- The Chair then invited Ted Wooldridge, who was a guest observer, to brief the Committee on the details of a pre-planning application currently being considered by Hart DC.
It relates to plans for development to the adjoining land to facilitate access by vehicles to the lake for fishing purposes.
No planning application had yet been made and there was therefore no possibility of action.

This concluded the formal meeting and the Chair invited observers to raise any topics or ask questions of the Committee

The session was brief.

One resident commented on the recent letter and attachments received by residents relating to Call System Installations. The chair undertook to review the letter and contact the resident concerned.

The meeting was then closed at 11.57am

Addendum

Wellness WG Update for HLRA Committee meeting 5th November 2022

INTERIM REPORT

1. The first Wellness Centre Working Group was held on Friday 14th Oct, the delay was due to both Debbie and Pippa having annual leave.
Before getting into the specific detail of the AGM Motion I felt it was important to review any documentation regarding the Wellness Centre and to gather back ground information.
2. Heidi has been co-opted onto the Working Group and the proposer of the AGM Motion, Jo and seconder; Heather are being kept informed of progress.
3. The following decisions and actions were made during the first WG meeting with Debbie and Pippa:
 - a. The Terms and Conditions for Residents and Non-Residents for using the Wellness Centre were reviewed and updated. The updated T&Cs will be displayed in the Wellness Centre and on the HLRA Website once they are reissued.
 - b. It was confirmed that Residents may bring up to 2 guests to the Wellness Centre, the cost is £5 per person per session and children under 4 are free, fees to be paid to the Wellness Centre office.
Non-Resident members are **not** permitted guests.
 - c. Resident carers do not require to join as Non-Residents.
 - d. The price list is to be updated and reflect the Resident Guest fee.
 - e. Debbie is investigating the provision of a Card Swipe system so that all members would Swipe In/Out removing the need for the daily signing in sheet.
This system would provide the Wellness Centre with detailed information regarding the use of the Centre.
 - f. Class sizes were discussed, members are required to book in for classes they wish to attend, if more that the ten people arrive for a class, those not booked will be politely requested to leave.
 - g. The lane swimming periods are to be for 3 people.
 - h. The bikes that are not used in the gym are to be removed.
 - i. Adjustments to the weekly programme of classes is regularly considered, but to provide more feedback a questionnaire has been produced to gather members views, if you have not already completed a questionnaire would you please do so as soon as possible.
4. The following information was gathered during the meeting:
 - a. There are currently 52 Non-Resident members, there is a cap of 60 Non-Residents.
 - b. In the event of closure of the Wellness Centre, Reception now holds the telephone details of the Non-Residents so that they can be informed. The problem of illegible names may prevent Reception contacting some people.

- c. The current staff hours were discussed, there are currently two staff vacancies which have been advertised for many months both through Agencies and local media outlets. It was suggested that Anchor reduce the number of staff and pay them more, but apparently this is not possible due to Anchor pay scales.
A new instructor has been recruited and is expected to start once the appropriate HR checks have been completed.
As yet I have not seen the new instructor, however I have heard that the class she did on Wednesday did not go too well, and was poorly supervised. I know that feedback forms have been completed regarding the concerns. It is not easy for anyone starting a new job to get things 100% right on day one, I hope that she will be given a bit of time to develop her skills, and to run courses as we would expect them to be run.
- d. In the event of staff shortages Heidi has kindly agreed to 'lead' a class if she is available, so that the class need not be cancelled.

5. Finance.

- a. Regarding the finance aspects of the Wellness Centre; at the budget Annual Review Meeting I asked that Anchor provide detailed information regarding the money attributed to the Wellness Centre and Concessions, just providing a final figure is not sufficient.
Without a break down of where the money is coming from there is no way of identifying trends or problems. I am also concerned that the Concessions contributions are not subject to anyone from Anchor reviewing or Auditing the Concessions accounts, apparently the figures are based on trust!
- b. I have recently received the following statement from Debbie:

The concessions (returns) are submitted monthly with the exception of Thorpe's who pay a monthly fee by DD, external memberships are also paid by DD and (Debbie) sees these all in the monthly accounts. 20% of ALL income is then re-coded to the service charge on a monthly basis. However, 100% of care home income is transferred back into the service charge.

THAT IS THE END OF MY REPORT ON THE FIRST WG MEETING, HOWEVER I HAVE A BIT MORE INFORMATION TO REPORT ON WHAT HAS BEEN HAPPENING SINCE THE 1ST MEETING.

6. Since the first WG meeting:

- a. Bikes - Are still waiting to be removed, it is not sure who owns them, if they belong to the village, I suggested could be sold.
- b. T&Cs are due to be published shortly.
- c. The Monday circuits class is very popular, a second class at 08:30 or 10:30 is being considered.

If you have a preference, please inform the Wellness Centre whether it should be held at 08:30 or 10:30.

7. Over the last few weeks there have been several incidents reported to Debbie regarding Wellness Centre manager, Debbie has confirmed to me that she has had several detailed discussions with Pippa, the situation is being monitored and will be reviewed again in due course.

I am not personally aware of the problems that occurred before November last year; I would recommend that residents that have issues regarding the Wellness Centre, for the time being, articulate their concerns to me privately. In addition, please complete a Feedback form.

There have been a number of very positive feedback forms returned by Residents and Non-Residents, the current situation is being closely monitored.

8. The next meeting of the Wellness Working Group is scheduled for 23rd November when Debbie has agreed to provide a briefing on the specific items detailed in the HLRA AGM Motion. The aim of the briefing is to identify what can be explained locally and which matters have or need to be raised with Anchor senior management for their action or explanation. I hope to be able to respond to the AGM Motion in detail after the next Working Group meeting.