

Hampshire Lakes Residents' Association
Minutes of Meeting held on
3rd December 2022 in the Library

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)

Guests Present:

Sheila Brent, Yvonne Conway, Mike Duckworth, Celia Guthrie, Carolyn Hill,
Tony Levene, Jonathan Martin, Ruth Maynard, Ann Paine, Pauline Pearce, Roger Pearce,
Chris Widman, Shirley Wing, Ted Wooldridge,

1. Apologies for Absence:

There were none

2. Minutes of the meeting held on 5th November:

These minutes had been previously circulated to Committee Members and were approved unanimously.

3. Matters Arising:

The topic of car parking was raised and the Chair reported that she and Francis had made recommendations to Nasar who had responded by email that there was nothing that could currently be done. They had protested and subsequently had conversations with Debbie. They have promised to keep the pressure on to achieve the proposals made which do not in their view require any input from any Anchor Department and could easily be achieved locally.

4. Meeting with Management

The November meeting with Management was attended by Mr Graham Cox who is Head of Property for Anchor. Topics covered were the need for facilities in the event of power cuts and the ongoing saga of the overdue Stock Condition Survey. A report has been prepared and circulated to members and will be attached to these minutes.

Francis took the opportunity to comment that there would be no solutions would be available for the coming winter but Mr Cox had undertaken to have arrangement in place for next winter. He also said that the Evacuation Chair was now be likely to be delivered in January. This was subject to the funds being available.

This led to a discussion about Anchor's payment policies which had also impacted the gardeners' acquisition of materials.

5. EGM Meeting re Constitution.

The meeting approved most of the proposed changes although with some modifications. The one outstanding issue is that of Membership. There are legal requirements which need to be met if we are to be recognised by Anchor. These were the subject of discussion at the EGM with particularly useful input from Emrys Parry and Jo Taylor. It was agreed that a small working party should meet to review the detail of the legislation and prepare suitable wording to meet the requirements of the legislation whilst enabling us to represent all residents. This will mean that a further EGM will be necessary to finally approve the revised constitution.

6. Treasurer's Report (SD)

The Treasurer reported that there had been no transactions during the month.

7. Membership Secretary's Report (DD)

The Membership Secretary reported that there were 2 new members.

8. Working Groups

Finance (FW)

Nothing really to report on the Finance front as we are heading towards the budgeting season and will doubtless hear more before too long. Francis is still awaiting some answers raised earlier. He also confirmed that his group would take over the task of overseeing the Wellness finances.

Bistro and Social Activities (JR)

There had been some complaints about the food at the Casino Nigh function which had been passed on to the Chef.

At a subsequent meeting with Debbie and Mike some concern had been expressed about the numbers attending the Saturday evenings. And discussions were continuing and any suggestions would be welcome.

The Casino night had been a success and the decorations were particularly commented on. It is intended to repeat it next year.

The Christmas Tea would take place on the 13th and HLRA would be contributing to the cost. The Barbershop Choir would be here on the 19th and the New Year's event was fully booked.

Joan went on to say that in the light of rising costs for events it would be necessary to increase the cost per head from £10 to £12 in January.

Gardens (JMc)

Janet reported that the gardeners had been concentrating on leaf clearance and tending the lawns. In a recent meeting with Debbie it was clear that future arrangements for the lawns was still unresolved. Tom would be giving up the current contract for lawns but would be retained to look after the trees because he is a qualified tree surgeon.

There was also consultation about providing more suitable facilities for the gardeners whose current shed was not waterproof and there was a possibility of providing a portakabin.

In general it was felt that the new gardeners were doing a good job.

Wellness (KH)

Keith had provided a report which had been well received. His report had shed light on the operating of Wellness and he was congratulated on it by the Chair.

(The full 8 page report had been circulated to committee members and is available on the new HLRA website.)

Keith summarised the key elements concentrating on the terms and conditions for use by both residents and non-residents *(Also available on the website).*

He also reported that there had been no proper recording of usage by residents and non-residents. New arrangements had been made for proper understanding of the usage with weekly reports now issued. Thoughts of introducing a digital solution had been considered, but it had been regarded as being expensive and probably not cost effective. There had been poor feedback to wellness in the past, but there was now a suitable form available and users were encouraged to use them. These would be used to obtain a better understanding of issues and any complaints would be passed up the chain so that those involved were aware of and could deal with any problems.

Finance was also covered and Keith confirmed that a sum of £8,162 had been credited against the service charge in November which was slightly more than in the previous year. This prompted an extended discussion regarding the financing of Wellness and the workings of the system. There were many outstanding issues in this area which included the way the concessions were dealt with and the question of equipment that was not being used or alternative equipment which might be available. There was apparently no asset register held by Anchor so it was not clear who owned what. Keith said this inhibited the sale of equipment and he offered to arrange the sale of some of the equipment that was never or rarely used. All in all Keith's report had highlighted issues which went well beyond Wellness and it was Keith recommendation that this aspect should in future be dealt with by the Finance group. This was agreed by the Committee. He was thanked by the Chair for his work.

Power & Energy (FW)

Francis said there was nothing to report that had not been covered by item 4 above which dealt with the visit by Graham Cox from Anchor

Infrastructure and Buildings (BB)

Brian reported that he had raised the issue again of chargers for electric vehicles. He had been unable to get any information at all from Debbie. It became clear from the ensuing discussion that this was regarded as a serious problem for us as residents but was bogged down in the Anchor system. It was felt that this was an issue which should continue being pushed. Similar arguments apply to the issue of solar panels. This is under consideration, but there is unlikely to be any progress any time soon. A further point was made that a decorative outside light which had been installed on construction but had never been lit and should be brought to the attention of management.

9. Volunteer Drivers Scheme

The Chair introduced this topic by describing the arrangements for the scheme that was in place before lockdown. She felt that the time was right to reinstate the scheme and had raised the topic with Debbie who had made it clear that management would not agree to running the scheme. It would mean that a few people would be needed to run the scheme. She asked whether there were members out there prepared to take on the task. It was becoming clear that more residents were giving up their cars and there would be a demand for such a scheme. She will publicise her proposals in Lakes News.

10. Website Update (KH)

Keith reported that the on average there were about 7 visitors to the website per day. 1313 pages had been looked at in November. The website was updated daily and Village information was posted as soon as available – often before hard copy was distributed. The website was praised by those present. Keith commented that since Anchor employees were not permitted to surf the web on Anchor computers without permission and he confirmed that Debbie had requested such permission in the case of our website. Keith went on to ask whether the committee would agree to committee documents, including minutes, to be made available. Members agreed unanimously that they should be made available.

11. Any Other Business

Diana Duckworth raised the question of a decent clock being provided for the refurbished Garden Room. After some discussion it was agreed that the Association would meet the cost of the clock and that Diana would source a suitable one.

There was further discussion regarding the ongoing difficulties in getting answers from Anchor. The chair undertook to take it up with Debbie.

Janet McCombie asked about the recent circulation of account statements delivered by post. These had not featured in the past and were sent by Anchor without notifying local management. It was felt that it was an unnecessary and expensive action which had little if any use for residents.

12. Date of next Meeting

The meeting will be held on Saturday the 7th January 2023.

This concluded the formal part of the meeting and guests were invited to raise issues or ask any questions.

The question of the £400 energy credit was the subject of discussion. It had been raised with Debbie, but she was unable to provide any useful information but confirmed that we will get it. The Chair said that we would continue to monitor the situation and keep applying pressure wherever possible for a solution.

Night time lighting was raised. It was felt that the larger lights were a waste of electricity and not of value to many residents. The smaller lights on the paths were adequate for anyone walking. The point was made however that there may be issues surrounding security and insurance that required the larger lights

The meeting closed at 11.38am