

1. **Apologies for Absence:** John Paine.
2. **The unscheduled meeting** of 15/04/2023. This meeting was called at short notice because the chair and vice chair were asked to approve parking signage and arrangements. (See 2 attached letters to Debbie)
3. **Car Parking update** (FW)

Nasar is no longer in charge of the project. Debbie and Trevor are now addressing it. There has been a change in the number of available space. Anchor have not recorded where cars are parked. This should be addressed. Priority needs to be given to the issue of visitor spaces to be both allocated and marked. Extensive cctv in the first car park is needed to monitor and address unwanted cars at night. The idea of parking tickets which would be put on the windscreens of unauthorised car park usage needs to be explored. All unauthorised usage needs to be noted. Several residents expressed strong wish to have an approved method of identifying the space allocated to them.

4. **Treasurers' report** (SD)

Since my last report we have paid Vic Oliver £90 for the cards he has printed for us and have received £60 in subscriptions (excluding any that the Membership secretary may recently have collected). This leaves our assets at £3788.90. We also hold £346 04 for the Bridge club making our bank balance £4134.94.

5. **Membership secretary's report**

There are 3 new residents. Patricia Griest 69 Oakleigh Square, Mary Wayland 9 Elm, Geoff and Patricia Robinson 6 Pine.

6. **Working Groups**

a) Finance (FW BB SD). See attached report.

b) Bistro (JR) **Bistro and Social Activities**

It was reported that April and May had been most successful with high attendance at both Abba and the Coronation events.

The Bistro team worked really hard during the Coronation events and it would be appropriate to send a letter of thanks, especially as Paula and Mike were on leave.

Later this month a trip is going to Winchester with an optional lunch at Rick Stein's Restaurant.

Next month a trip to the Bombay Sapphire distillery is planned as well as an evening of traditional Jazz in the Park, featuring a quartet from South Hill Park.

There remain concerns about the inconsistency of the food served in the Bistro.

c) Gardens (JMcC) See attached

d) Wellness (KH) A report was prepared for the meeting however this has been withdrawn as it needs to be completed. Discussion followed. The committee and attending residents expressed dissatisfaction with the management of the Wellness Centre. It was felt that 4 days a week was not long enough for a manager of such an important facility. There was criticism of the management of the Wellness Centre

e) Power and energy (FW BB SD) (if not covered in Finance above)

Adrian (from the floor) told us, following the meeting with Sycous, that the heat exchange metres in individual apartments will need to be replaced after 10 years. We need to ensure that this will be planned for by Anchor. To quote from the meeting:

“1.5 Maintenance requirements

We recommend the unit is checked at least every 24 months by an authorised maintenance engineer.....”

f) Infrastructure and Buildings (BB) The pilot for electric charging points has been completed at Denham Village and we await further progress.

7. Any Other Business

Thanks to Emrys Parry for setting up the scheme which should be operational in June.

Date of next meeting: Saturday 3rd June 2023.

Attached reports

Utility Pricing 2023-24

1. Inconsistencies in 1st issue relative to increase in gas price set me on the trail:
2. After exchange of emails – addressed to Debbie but passed to and answered by Anchor’s “energy team” -
3. Revised price produced yesterday – reason given “revised efficiency calculation” – I don’t buy that – I think Anchor just got it wrong in the first place.
4. Latest figures are generally consistent with uplift in published (Ofgem) gas and electricity prices and I recommend we accept them. Also Water, although there are other issues with water billing which are a separate issue.

However:

There is more work to be done:

The description on the sheets circulated need updating/revising/clarifying

Clarify what relates to Oakley Square and what relates to Outlying properties – the systems are quite different (Sam has done excellent work to check that the end results are comparable)

Explain/clarify why there are different rates/units for Oakleigh Square and outlying properties

Correct the terminology used on the price sheet

Local management need to take ownership/ understanding of the figures issued and not just pass on or refer back to the energy team.

The basic inputs need to be equalised – currently we have different input values say for gas for budget, utility bills – and made public.

Related Issue

Overall accounting for utilities need to be better explained/understood I.e.

Total Billing to residents, care home etc is deducted from total site bill from supplier and the difference is charged to Communal Utilities in the Service Charge.

At the last count internal billing – to residents, care home, kitchen etc – accounted for just over 50% - with the rest going to Communal Utilities.

This doesn't seem right to me – gut feel – I plan to keep investigating.

Any Questions?

Wellness

There remains a serious shortage of staff, as you will know the Centre is closed today and all day on Monday. You will have seen my draft Review and the proposal regarding the Wellness Centre opening hours.

The main aim of the proposal is to have the Wellness Centre open for 12 hours a day, without the need to have staff present, staff should only be required when classes are scheduled.

I have been in contact with Audley Coopers Hill is open Mon to Sat 8 to 8 and on Sunday 8 to 6pm.

I have not yet been able to get an answer from Lynwood Sunninghill, but I understand they also do not have staff on duty while the centre is open.

I intend to add some additional background paragraphs to the proposal, regarding the management hours. Our manager only works 3/4 days a week and most people feel that is insufficient to manage the staff or the facilities adequately.

Due to a lack of staff over the last year we have lost hundreds of hours of use of our facilities, which we pay for but are unable to use.

If we could use the facilities without staff present, we could reduce the overall staff costs and/or pay a higher hourly rate.

I will update the Proposal document and circulate to the committee prior to arranging for it to be sent up the Anchor chain of command.

Complaints

I have received a few more complaints about the way Pippa manages the Aqua class, I intend to have another chat initially with Debbie.

Nathan has been recently given a pay rise so hopefully he will remain a vital member of the Wellness team.

Kirsty has formally left and there is a plan to engage an outside Pilates instructor for 2 sessions per week.

As yet no confirmation about the SSAFA support for the purchase of the Motomed machine, it has been briefed to SSAFA management and is slowly moving up their chain of command.

Garden report

Grounds and Gardens

May 2023

Grass cutting has progressed well despite the new ride-on mower needing to have some maintenance with the manufacturer. Newan and his team are very pleasant and keen to improve the grass. They are working round the weather and the multiple Bank Holidays this month to keep the grass tidy.

Applications to allow removal of 5 trees in Hammond Way have been made. Nasar tells me that the number of trees concerned is holding up the response, but despite that no one has actually been to look at the issue. I have suggested that this should be chased up.

The smashed green services box outside Shirley Wing's property has still not been replaced. Shirley is eager to get some plants in but nothing can be done until this job is completed. The promised date for the replacement has come and gone.

Mike remains frustrated about the lack of progress to get the Portakabin installed and is keen to take over the planning application to speed things up. As ever Mike is keen to hear of any issues or requests that residents may have, and he has made a good start on the spring weed killer spraying. All of "the Queen's trees" have come into leaf, some doing better than others, and we will keep an eye on the 2 or 3 which appear to be struggling. At least they have had plenty of rain water to encourage them, but they will need plenty of water if we have dry weather later in the the year.

Parking Update for Committee Meeting 13th May 2023

1. 6 months gone and nothing to shout for our efforts
2. What started as an equalisation of car parking arrangements between Phase 1 and Phase 2 ended up as a proposal from Nasar to put up more signs for residents parking. this was promptly rejected by The committee. (See letters below).
3. Nasar was removed from the project with Debbie and Trevor taking it on.
4. in the meantime the situation has changed and is there for all to see - spaces at one end of the site and full up on the other with about 20m spare spaces around the site. Thus management of allocation of spaces is important and this is being tackled - it turns out that to date Anchor have no site plan showing all spaces with who is using them.
5. The signposting proposal did at least highlight the need for more and better VISITOR signs and spaces. This is being addressed
6. Other issues;

More 10 mph signs needed

More user friendly priority signs at the bridge

Penthouse spaces need to be identified and suitably marked

Space in front of Oakleigh Square needs to be reviewed to determine the best use of these spaces

4 spaces in the big staff car park to be allocated for residents from Sycamore Court

A compromise has been reached for accommodation of 2nd cars

A system for control of roadside car park where unauthorised use is an issue

7. Unresolved issue

Personal space identifiers

These were rejected outright by Anchor

However some softening of this approach was apparent at last meeting and we will be following this up. It is a high priority for some residents.

FDHW
13 May 2023

Letters to Debbie re parking.

Dear Debbie,

The HLRA committee have met to discuss the signage and parking proposals we were given last Wednesday.

It was our unanimous decision to reject them for the following reasons:

- There are too many new signs. It was agreed many of them are unnecessary and the result would severely mar the appearance of our village.
- The new signs give no scope for amendments. This is very important since residents give up their car on a regular basis freeing spaces.
- There needs to be clarity concerning the penthouses. They are entitled by their lease to a specific parking place we need to know where these spaces are.
- The committee noted that there are no clear signs directing visitors to Reception. There is no clarity about parking in Oakleigh Square.
- We were not informed of the cost and we cannot recommend any proposal to the residents if the cost implications are not explicit.
- The committee was not given enough time to explore the implications of any new signage with the residents. We could not agree to any changes which would affect all residents without discussion or their agreement.
- The new signage does not address the needs of the residents. Residents know where to park their cars, it is the visitors who need to know where to park. There is no mention of how visitor parking is to be monitored and unwelcome parking by people who use our village for their own purposes is to be discouraged. Safety is an issue.

Please note that the proposed new road signs, speed limits and priority signs for the bridge are not included in these comments.

Hampshire Lakes Residents' Association



Car Parking Project

The Committee is very concerned by the way this project has evolved. What started as an attempt by HLRA to equalise the parking arrangements between Phase 1 and Phase 2 and to improve the facilities for visitors, has ended up with a proposal from Anchor for a major revamp of village signposting which has little relevance to the original objectives.

There has been no discussion of the reason for this change of approach but rather a series of “take it or leave it” diktats. Suggestions from HLRA for alternate ways of tackling the original objectives have been unilaterally dismissed. The change in distribution and quantity of car ownership has not been factored into the project. In short there has been NO collaboration.

This unilateral approach is not how we, as a recognised Residents Association, expect to operate. We have always worked in a cooperative manner with Anchor management but of late this has ceased to function. We need to get our working relationship back on track to work jointly for our mutual benefit.