



Hampshire Lakes Residents' Association

Minutes of Committee Meeting held on 3rd June 2023

Present:

Jenny Hydes – Chair, Francis Walker – Vice Chair, Sam Dauncey - Treasurer ,
Diana Duckworth - Membership Secretary, John Paine – Secretary,
Joan Russam, Janet McCombie, Brian Branson, Keith Hall.

1. Apologies for Absence

There were none

2. Minutes of Last Meeting (13th May 2023)

The minutes had been previously circulated to committee members.
They were approved and subsequently signed by the Chair.

3. Matters Arising

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

4. Meeting with Local Management

Notes on the meeting held with Local Management on the 24th May had also
been circulated to Committee Members and there was discussion amongst the
Committee on some of the topics.

- a. The scaffolding on the Bistro was to be removed shortly. It had been erected to enable access for remedial work to be done on the from either end of the Bistro there would not be a need for scaffolding as portable towers would be available. A resident had raised the question as to why the routine decoration had not been done at the same time while the scaffolding was in place. This was due to the different categories involved. The repairs to window frames etc. was remedial work which would **not** be onwardly charged to residents through the service charge. The other routine maintenance work would ultimately be met by residents. I felt that whilst this was not ideal it would not be appropriate to pursue the matter.
- b. Trevor now has a new jet washer which will be used to clean all the patios over the coming months. This will also be used on the paths where necessary.
In addition he will be modifying some of the paths to provide better access for deliveries to the kitchen. It was not clear when this would take place, but it was felt that it should be sooner rather than later in the summer.

- c. Francis was asked to give an update on the ongoing Utility bill issue and whilst the recent reduction was of course welcome the process had highlighted the very complex way that the numbers were apparently arrived at. This was particularly confusing for residents given that there are different situations in Oakleigh Square that in Phase 2, yet an overall description was given that covered the alternative processes and which was confusing for residents. This clearly arises as although the document sent to Residents is signed by Debbie and purports to be local it is in fact a Head Office document designed to be all encompassing. A similar issue arose with the recent letter regarding fire procedures which of course vary depending on the type of apartment. Residents need information that is specifically relevant to their own situation. The Chair advised that she was planning a meeting with her opposite number at Bishopstoke during June, and would seek clarification on how this was dealt with there.
- d. Charging facilities for electric vehicles was being pursued with trials currently taking place at both Bishopstoke and Denham. Brian reported that he had been advised that only 2 people had signed up at Bishopstoke and 3 at Denham which suggested that there was currently insufficient interest to make it commercially viable. He had discussed the issue with Debbie.
- e. The quest for acoustic panels for the Bistro is ongoing and John had been chasing the potential suppliers to contact Debbie to provide a quote.
- f. Finally, the Chair raised the question of the planning application for a fence on the adjoining land which had now been appealed and would be heard by an inspector shortly. Residents were of course eligible to make further representations.

5. Other Ongoing issues

There were none.

6. Treasurer's Report

The Treasurer reported that there had been no transactions during the period. Cash in the bank therefore remained unchanged.

7. Membership Secretary's Report

The Membership Secretary reported that there had been one new member recruited since the last meeting.

8. Working Groups

a. Finance Group

Francis reported that there was very little to report. The main outstanding issue was the Annual Report from Anchor for the year ending in March. This had been promised "shortly" but had not so far materialised.

b. Bistro & Social Activities

Joan reported on a successful outing to Winchester and mentioned forthcoming events, notably the visit to a gin distillery and the Jazz in the Park evening which was almost booked out already.

She went on to outline her concerns regarding the Bistro. There had been a number of complaints recently, covering a number of issues. People were concerned about the inconsistency of the food as well as the frequency of closures and the high prices. She also said that there was a general “down” feeling regarding the Bistro.

She is planning a meeting of the working group to discuss the issue within the next two weeks and hopes to have more to report next month.

c. Gardens

Janet said she had little to report this month although she was very pleased with the way the lawns were now being cut and in particular, that they looked so much better because the edges were being cut every week. She also referred to their diligence in that they had turned out on Bank Holidays during May.

In contrast she was concerned about the way items such as a broken fence or the lamp that was damaged by a delivery van are dealt with. It is currently taking far too long to get such items repaired.

The Chair raised the question of looking after trees during dry weather and there was discussion about the availability of taps. It is understood that an outside tap will be made available at the back of Wellness which will ensure that trees there can be watered as necessary.

The discussion also took in the need for the grass to be well maintained to ensure that weeds in the lawns were kept to a minimum.

d. Wellness.

Keith had supplied a written report which reads as follows:

- Anchor management have started talking about the HLRA committee’s proposal for daily 12 hours opening of the Wellness Centre, Debbie has said that the H&S director is happy to support the proposal, however the ‘talks’ are going on and I understand the next step will be passed up to Board level.
- Non-residents will be issued with a membership card and the new Signing In sheet will provide better information so that the Staff will be able to make better checks on who is in the Centre and that they are parking in the appropriate parking bays.
- There is now a ‘Comments and Suggestions’ book in Reception so that I no longer have to be responsible for the almost daily comments and complaints about Wellness.
- Class Attendance and numbers. A year ago, we asked several times for class instructors to check the names of all those who are attending their class and to ensure everyone had Signed In and if the class size was exceeded the instructor was to politely ask the registered person to leave. With Debbie’s new detailed involvement in the Wellness Centre I hope this will be implemented immediately.

- Boules on Monday afternoon is going well, everyone had a great time on Monday afternoon when we had 11 players.
- I have located the Croquet equipment with the help of Major John and I am trying to get a volunteer to run some regular croquet games in the near future. If there is anyone willing to try out playing croquet, please get in contact with me. There is a link on the HLRA home page

e. Power and Energy

There was nothing to report, but a discussion about solar panels took place. There are mixed views about whether it would be appropriate for the village, whether they would generate sufficient energy to be able to sell any excess and whether storage facilities would be required. It was also commented that the expectation that capital would be recovered only after 10 years meant that it was not a commercially good return on investment.

To resolve these issues, it would be necessary to have a detailed survey and this would need to be done by Anchor.

It was therefore agreed that we would contact Graham Cox at Anchor who had previously expressed interest in solar panels for the village.

f. Infrastructure and Buildings

Brian expressed his concern that when current work in Phase 1 was finished it would not be followed immediately with the equivalent work that was needed in Phase 2. The reason given has been that this was in the hands of the builder. It was widely felt that Anchor should be more proactive in this context as they were ultimately responsible for maintaining the property on behalf of residents.

Brian also reported that there we were still waiting for the detailed ongoing maintenance schedule which we should have had since the beginning. It had been repeatedly promised and there had been some evidence of a recent survey which would be the precursor.

9. Any Other Business

The Chair invited Emrys Parry to update the committee with the recently issued information regarding the Volunteer Drivers scheme. He advised that the scheme would commence on Monday the 5th June. A detailed explanatory pack has been made available and there are 16 volunteer drivers. There are some others going through the process for approval.

The pack includes a list of the costs agreed for the various destinations and these were deemed to be acceptable.

Emrys thanked those who had worked with him to set up the system and confirmed that there would be back-up for any period when he was absent.

The Chair then reported on the meeting that had been held on the previous day with the local police. The information given on cyber scams etc was well presented and largely familiar to most of those attending. The other main problem that those present had highlighted was the concerns we all have regarding outsiders (not visitors) who enter the site unauthorised to park their cars. One of the possible solutions proposed was that the Village become a member of Neighbourhood Watch. This would of course be clearly identified at the gate and would hopefully deter the offenders who are

trespassing. It was also confirmed that Debbie had been asked to produce an appropriate letter which could be placed on the windscreen of unauthorised vehicles. This in turn raised the question of whether or not the Staff who use the car parks have permits in the same way as residents. This will be clarified with Debbie.

No detailed discussion on the question of joining Neighbourhood Watch took place.

Finally, there was discussion about the recent circular from Hart D.C. Planning received by residents advising that the application to erect a fence on neighbouring land which had been declined was now the object of an appeal.

Once again, Emrys was asked to comment and his advice was that rather than simply repeating the objections which residents had made originally, it might be preferable to submit a petition signed by as many residents as possible (say 80 -90). This would probably carry more weight than individual objections.

There then followed a further discussion about the future of the adjoining land and Adian Hobbs reported on his relationship with the owner of the land and described the proposed usage. He says that the owner sympathetic towards Hampshire Lakes and would like to set up a meeting in due course. This prompted a discussion as to whether we should take a more supportive stance in future.

Emrys had drafted appropriate wording for the proposed petition and the first signatures were collected at the end of the meeting.

This concluded the formal meeting and the Chair invited members present as observers to submit questions or comments.

There were 22 members present.

There was further discussion regarding parking problems, particularly involving the large car park and its usage by staff. Penthouse parking is also an area of concern.

The subject of parking for users of the Guest Room was raised again. It was made clear that the resident who has sponsored a guest should take responsibility for ensuring that their guest knows where to park in conjunction with Reception.

Gutter cleaning was raised. The chair thanked the member for the reminder and said that equipment was apparently now available but had so far not been used. She will follow up.

The meeting closed at 11.50am

