

Hampshire Lakes Residents' Association



Minutes – Committee Meeting **Saturday 4th November 2023**

Present: Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Janet McCombie, Joan Russam, Diana Duckworth.

There were 17 Members attending as observers (attendance register attached).

The Chair welcomed those present and opened the meeting by informing those present of Debbie's departure at the end of December. She acknowledged her support for us during her three years as our Village Manager and wished her well for the future.

1. Apologies for Absence

Jo Taylor, Keith Hall.

2. To approve the minutes of the meeting held on 7th October 2023

The minutes had been circulated to all committee members. They were approved unanimously and then signed by the Chair.

3. Matters Arising

The written response to our letter to Anchor's Chief Executive concerning the Stock Condition Survey was discussed. It was considered that this letter from Tal Mehta, Head of Investment Planning, failed to answer our original questions and that we should respond by sending a response outlining in red our many queries and requesting that the Head of Investment Planning visit us here at Hampshire Lakes. **Action Jenny & Janet**

As there had not been any response to Jo's letter to Debbie concerning consent to allow her medical details to be released on request, this matter would be raised with Debbie.

Action: Raise with Debbie

4. Reports on contact with local management

Again, no meetings had been held with Local Management since the last Committee Meeting due to Debbie's hospital treatment and subsequent recovery at home. However, Debbie has indicated that she was willing to attend the village on Wednesday 8th November to discuss outstanding issues with our Chair, Vice Chair and Secretary. These are listed at the end of these minutes and contain issues raised at both this and our October meeting*.

5. Staff with COVID

The Chair explained the letter from Debbie concerning this issue, where she had stated that Anchor was no longer following a local policy but was now using Government Guidelines. As this appeared to mean that infected reception staff would meet our vulnerable residents face to face, the committee found this situation totally unacceptable.

Action Jenny to write to Debbie.

6. Treasurer's Report (SD)

There have been no bank transactions since our last meeting, so the Association's own bank balance is still £3118.40, with £120 more subscriptions waiting to be paid in, which will bring the balance to £3238.40.

7.Membership Secretary's Report (CH)

Carolyn stated that the collection of this year's subs was going well and that we now have **95** members. Jenny stated that Vic had provided Welcome and Condolences card for use by Carolyn as appropriate, but he will be approached in the New Year to see whether he would be willing to take up his previous duties in this role.

8.Working Parties and Action Plans:

a. Finance

Nothing to report at present.

b. Wellness (KH)

Keith informed us that due to Debbie's absence it had not been possible to hold a Wellness WP, which hopefully will be held before our next HLRA meeting in December. The Committee will have noticed that the Pool Table has now been moved into the bar area of the Bistro. The Motomed has been successfully upgraded to include the arms function and the medical chair for use with the device is due in a couple of weeks. The plan to move the Motomed out of the gym has been delayed due to Debbie's absence.

c. Bistro and Social activities (JR)

Joan reported as follows:

Bistro

- Still no news about the installation of the new acoustics systems, although Anchor have had all the necessary info.
- DIY evenings are continuing, including one this evening, with no problems so far.
- The pool table has been moved to the bar area.

Social Activities

- The working party met this week, when a varied programme of theatre trips was planned until next June. We hope we are offering something for everyone, from a brass band concert to ballet, classical music, a ghost story, and musical theatre. Details will be available on the website next week.
- The shopping trip to Kingston has been arranged for 16th November.
- Despite the high cost, the Abba Voyage show is sold out.
- We look forward to our Casino night this coming Wednesday.
- All Christmas arrangements are complete.

Following Joan's report, a request to match last year's donation of £500 for the Christmas Party was agreed by the Committee.

Action: Sam to arrange transfer of £500 to the HLE.

d. Maintenance (RP)

Roger stated that this Working Party has not met yet in the absence of members and staff, but that in the meantime he had learned that Trevor has recently discovered that any significant maintenance required for Phase Two properties must be processed through a separate route than that of Phase One. This requires him to make a request for work to be undertaken through a password protected portal. Up to this point he had not been informed of this procedure and had been using the companies employed on the work on Phase One! This has obviously raised some internal political problems, but hopefully will not affect any outcomes for our residents in the long term.

e. Transport (DD)

Although the Working Party has yet to meet, Diana was pleased to report that a new driver has been recruited and will start work once all the necessary employment checks have been completed.

f. Grounds and Gardens (JMcC)

Janet stated that there was little to report this month, apart from the three newly dug flower beds, which already have shown an improvement. Janet stated that there was little to report this month, apart from the three newly dug flower beds, which already have shown an improvement. However, Mike is finding it difficult to have access to sufficient funds to purchase seasonal plants when they become available, and suppliers are reluctant to issue credit as Anchor is extremely slow in settling its bills! **Action: Raise with Debbie**

9. Annual Review for Residents

As this Anchor document had been issued to all residents, Roger drew attention to the results of a satisfaction survey on page 13, which compared rented property with that of homeownership. When he had finished, Adrian pointed out that we were not included under either of these categories but were listed under “care”. We wondered, therefore, why we had been sent this document as it did not relate to us!

10. Any Other Business

At this point the chair opened the meeting to the member to enable them to express any additional matters they would wish to be brought to the notice of Debbie.

These included the location of the Village’s “Accident Book”; incomplete signage and bay painting, etc. in relation to car parking; disabled bay provision and minibuss parking in Birch Grove; Bistro deliveries at rear of village; replacement of damaged lamppost in Ker Walk. A combined list of subject headings is listed at the end of these minutes *.

Date of Next Meeting: **Saturday 2nd December 2023.**

The formal meeting was closed at 11.30 and the Chair invited comments or questions from the guest members present.

There was only one further topic raised, other than those shown above. This concerned issues arising from Debbie leaving. **Action: Raise with Debbie**

***Meeting with Debbie**

Prior to our meeting with Debbie, questions raised over this meeting, and the previous one on 7.10.23 were summarised under the following headings:

1. Parking and Signage
2. The Bistro
3. Consent Letter
4. Maintenance Matters
5. Wellness Matters
6. General
7. Issues arising from Debbie leaving.