



## Minutes – Committee Meeting Saturday 6<sup>th</sup> January 2024

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

There were 26 Members attending as observers (attendance register attached).

The Chair welcomed those present.

### **1.(a) Welcome to our new General Manager, Gaye Collins.**

Jenny requested that all residents make our new GM feel welcome here at Hampshire Lakes. With this in mind, **it was agreed** that the committee and all those involved in the action plans would attend a drinks/nibbles reception with the GM in the near future. This would be at the expense of those participating. *Jenny stressed that it was the committee's job to insist on a standard of excellence from all staff, so that the residents obtain the best possible service for their service charge at the place that is their home.*

**Action: Arrange a mutually convenient date/time for the drinks/nibbles reception.**

**1.(b) Concern over lack of communication** on the impact of this appointment and the interim arrangements that would be put in place from 2.1.24

**Action: Send a letter to Joanna (Gaye's immediate manager).**

### **2.Apologies for Absence**

Keith Hall.

### **3.To approve the minutes of the meeting held on 2<sup>nd</sup> December 2023**

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

### **4.Matters Arising**

There were no matters arising other than those listed on the agenda.

### **5.Reports on contact with local management**

#### **a. Meeting with Debbie on 5.12.23**

Roger presented the report from this meeting, which dealt with outstanding matters raised at the December committee meeting.

Various queries were raised as follows:

**Signage:** This still requires some tweaking – alternate “10mph signs” could be swiveled 180 degrees to remind traffic leaving the village that the speed limit still applies outward as well as inward; and a further sign showing the location of “Reception” needs to be halfway along Hammond Way to point visitors in the correct direction, as they may have missed the initial sign by the bridge or forgotten it once they have negotiated the bend. This is particularly important as the large Reception sign over Oakleigh Square building is masked by trees.

**Bistro Path:** Not completed.



**Balconies and Noise:** Not yet resolved.

**Paint on Bridge:** Already peeling!

**Action:** Raise outstanding issues with Gaye

## **b. Interview of final two General Manager applicants on 8.12.23.**

Following our request to Joanna (Debbie's immediate manager), Jenny, Jo and Roger were allowed to interview the final two of the five applicants. Jenny felt that this was an interesting exercise and good that we were involved, even if we were unable to influence the final decision.

## **6. "Letter of Consent" to give Anchor permission to provide information in cases of illness, etc.**

Jo informed the meeting that to overcome Anchor's refusal to give information about a resident's illness or passing, on the grounds of GDPR, agreement has finally been reached that **individual residents can give permission in writing** to Anchor to release such information about themselves to another resident "if they ask". Nasar will prepare a list indicating who has given this consent for reception and other staff to refer to. This is in addition to details of individual's next of kin which are already stored in another system on Anchor's computer. **It was agreed** that a draft letter will be prepared, which would also allow individual residents to check the information concerning their next of kin and update this if necessary.

**Action:** Jo to prepare draft letter for use by individual residents to give such authority to Anchor. This will be delivered to all 119 apartments.

## **7. Annual Budget Meeting on 19.12.23.**

Roger reported on this meeting, which was described by many of the attendees as both disappointing and depressing. These members were mystified, as they thought the tone of the presentation to be disrespectful to those present.

He stated that the power point presentation used by Debbie was available on our website, which was particularly useful, as she had gone through the headings like "a bat out of hell"!

He drew attention to:

Insurance being the main increase (£33,000 to £41,000).

Staff minimum wage up from £10.90 to £12.

Hudson's working week increased from 3 to 4 days.

Worrying increase in professional fees.

Electric Vehicle charging points trials ongoing at BOTH Denham and Bishopstoke Park (Why not HL, as well, particularly as we already have the necessary infrastructure?).

### **Questions raised from the floor included:**

Requests for review of the Wellness Centre and Bistro.

Ceasing of Ground Rent for current Leaseholders (which received a neutral reply).

Response to power cuts by provision of a generator (which will be referred back to Anchor).

Situation re digitalisation of our telephone system (which is being progressed by Anchor's IT working Party).

There were no responses to the more difficult questions that had been raised in writing by some residents, who were told that these would be answered in writing to the individuals concerned.

It was later discovered that no minutes of this meeting had been recorded by management.



**Action:** Letter to be sent to Management expressing our extreme concern over this matter and questioning why there was no competent person present to answer all our questions.

## 8. Treasurer's Report (SD)

As there had been no transactions with the HLRA's bank since last month, the balance remains at £2738.40.

## 9. Membership Secretary's Report (CH)

Carolyn stated that there was a new resident at 64 Oakleigh Square by the name of Valerie.

## 10. Working Parties and Action Plans:

### a. Finance

Nothing further to report.

### b. Wellness (KH)

In the absence of Keith, Jo reported that the Working Party had met with Debbie and Pippa on 20.12.23 and reported on the progress of objectives as follows:

1. Move of the Motomed      Anchor has been asked for written explanation why it cannot be relocated.
2. Electric Scrubber for Cleaner      To be followed up.
3. Swimsuit Dryers      Due to be installed early 2024.
4. Staff Shortages      Annemarie, our new Wellness Manger, starts on 22.1.24.  
Cezar Rusu, agency member started on 3.1.24.  
Job adverts placed for permanent staff member.
5. Opening Hours      Friday pm and Sunday opening to restart this month, with classes being taken by Cezar.

**Note:** An updated Action Plan is attached to these minutes.

### c. Bistro and Social activities (JR)

Joan reported as follows:

#### Bistro

- Acoustics - no news, probably awaiting decoration.
- Excellent food at New Year's Party, with not a single complaint received!
- Burns night 25<sup>th</sup> January - details were distributed before she had approved the menu. The cost is far too high for what is essentially an economy meal. She has complained to Gaye who will investigate next week when Paula and Mike are back.
- DIY Dining is taking off, with several tables booked for tonight.

#### Social Events

- Christmas events mainly successful, apart from the magician at the tea party.
- New Year's best DJ ever and will look to rebook for next year if the team agree.
- Concern about falling booking numbers and concern about costs.



- HLE working party meeting next Wednesday 10<sup>th</sup>, to plan for Summer/Autumn and to discuss strategy for booking problems. We will again consider having entertainment without dining. Will report result of these discussions next month.

#### **d. Maintenance (RP)**

Roger stated that this Working Party had not met since the previously reported meeting with Debbie on 8<sup>th</sup> November, as they wished to await the arrival of the new GM before meeting with Trevor. However, in the meantime, they had used the “Local Services Agreement 2024/25 for the Village” to list the current procedure for obtaining maintenance assistance and the area of work the “team” were prepared to undertake.

**Note: An updated Action Plan is attached to these minutes.**

#### **e. Transport (DD)**

Diana reported that a new part-time driver/maintenance person has been appointed and will start work once his DBS checks have been completed. He should be an asset to the team as he has excellent handyman credentials. Once he is in post, the working party will discuss a revised timetable for trips.

#### **f. Grounds and Gardens (JMcC)**

Janet stated that there was very little to report after such a wet and windy month, except to reiterate how much the newly planted beds have thrived despite the weather.

Mike is away for a couple of weeks but, on his return, she will be pushing for some efforts to be made to remove some of the faded Bullrushes from the pond.

There is also another fallen tree to be removed (at which point the location of at least one other was added by members at the meeting, although this was not thought to be posing an immediate risk!).

### **11. Any Other Business**

Sam questioned the situation regarding our jukebox, which had apparently been moved from the Bistro and damaged in the process.

#### **Action: Raise with Gaye**

Diana sought reassurance that the defibrillator was available 24/7. She was informed that it was kept in the Wellness Centre and moved into Reception when the Wellness Centre was closed.

The formal meeting was closed at 11.45 and the Chair invited comments or questions from the guest members present:

**Jim** made suggestions concerning the food provided by the Bistro, which in the main he felt was excellent. These covered the cost of the food, avoiding excessive mark-up, residents choosing the menus, and a survey of what we would be prepared to pay.

**Joan** responded to this by stating that she had managed to reduce the cost of the New Years Eve dinner by £10 and always tried to negotiate a reasonable price. She would continue to pursue this course of action on behalf of the residents.

**Jenny** commented that she believed that were the Bistro to be a commercial concern, it would have been closed by now!

# Hampshire Lakes Residents' Association



**Brefni** raised concern over the constant presence of the red chain across the first Visitors Car Park, as this was causing problems for her many visitors. Nasar had wrongly informed her that this was the current position to deter wrongdoers from parking there!

**Jenny** informed the meeting that it had been agreed previously with Debbie that this chain would be placed across the entrance each evening at approximately 8.pm and removed at 8.am each day by the night duty receptionist. Nasar had been present at that meeting.

**Action: Raise with Gaye**

**John Bricknell** stated that the Care Home must supply food at a cost outside the control of the Bistro.

The meeting closed at 11.55.

**12.Date of Next Meeting: Saturday 3<sup>rd</sup> February 2024.**