



## Minutes – Committee Meeting Saturday 3<sup>rd</sup> February 2024

**Present:** Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Janet McCombie, Joan Russam, Diana Duckworth, Keith Hall.  
There were 23 Members attending as observers (attendance register attached).

The Chair welcomed those present.

### **1. Apologies for Absence**

Jo Taylor.

### **2. To approve the minutes of the meeting held on 6<sup>th</sup> January 2024**

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

### **3. Matters Arising**

#### **(a) Concern over Poor Communication re Gaye's Appointment**

Jenny reported that a belated letter from Gaye on this subject had been distributed to all residents on 19.1.24.

#### **(b) Letter of Consent**

Jo's draft letter was delivered to all 119 apartments and, as a result, many of these have now been completed by residents and submitted to Reception. However, no resident has yet received an acknowledgement.

**Action: Raise with Gaye**

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

#### **a. Committee plus Working Party Reps Meet with Gaye on 17.1.24.**

This welcoming reception event gave both Gaye and us the opportunity to state our views on the ways forward. A number of views were expressed, in particular concerning the day of the week that Happy Hour should be held!

#### **b. Meeting with Gaye on 22.1.24**

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

**This will be attached to these minutes as Appendix A.**

A suggestion was raised that 10-mph signs should also be displayed on all our roads within the village.

#### **c. Invitation to Paul Yates and Emma Tobin to visit Hampshire Lakes**

A letter was sent to Paul Yates pointing out that we should be consulted when there are significant changes that may affect our village and inviting him to visit Hampshire Lakes. His response stated that Emma Tobin (Gaye's immediate manager with area responsibility for Anchor's villages) will be introduced to us fairly soon.



## **5. Annual Budget Meeting on 19.12.23 – Letter of Complaint.**

Jenny had sent a letter to Gaye expressing our extreme concern over this matter and questioning why there was no competent person present to answer all our questions. Gaye's response was to seek further information over our points of concern.

**Action: Jenny to respond by suggesting a further meeting involving those residents who felt that there were outstanding unanswered questions.**

At this point it was suggested that such a meeting should take place in the afternoon, as noise from the Bistro's kitchen disturbed the free flow of the discussion.

## **6. Visit of Talvinder Mehmet to Hampshire Lakes on 31.1.24.**

Those present at this meeting had found Talvinder to be an extremely knowledgeable and helpful senior manager. He explained the purpose of the Stock Condition Surveys and how they would impact on scheduling work in the future. He stressed that he would welcome any further concerns we may wish to discuss in the future.

There was also discussion concerning the practicalities surrounding the on-going cyclical repairs within phase one.

At this point concern was raised within our meeting as to the location of the work staff's Mobile WC.

**Action: Raise with Gaye**

## **7. Treasurer's Report (Sam)**

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

## **8. Membership Secretary's Report (Carolyn)**

Carolyn stated that there was a new resident at 45 Oakleigh Square by the name of Pam Mathew.

## **9. Working Parties and Action Plans:**

### **a. Finance**

Nothing further to report.

### **b. Wellness (Keith)**

Keith reported that a Wellness WP was held on Thursday 1 Feb with Gaye, Annemarie, himself and Jo; the meeting was very productive. All the original objectives have been completed we now only have a list of ongoing items.

The following items were discussed:

1. 'Games in the Pool' will be trialled, in the near future, probably on a Weds afternoon at 2 o'clock. Currently the Table Tennis is not supported by residents so we will trial some water games when even residents who can't swim could take part. For example, water Volley Ball, for which we already have the equipment.
2. Move of the Motomed to outside of the Gym: Gaye is reviewing this with the Health and Safety advisor, we expect a resolution in the near future.

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3. Cleaning was discussed in some depth; Annemarie is aware of the various problems and will be reviewing the cleaning arrangements with the cleaner.
4. Swimsuit driers. Transit boxes have been purchased so that the driers can be returned to the manufacturer for refurbishment.
5. Staff Shortages and changes:
  - a. Kirsty will be rejoining on a 12 hours per week contract.
  - b. Cezar will formally join the Wellness team on a 12 hours per week contract, primarily working at weekends.
  - c. A third 12-hour slot is still being advertised.
  - d. Pilates: Alex's Pilates classes will return to 2 classes per week, the 3<sup>rd</sup> Pilates class will be renamed to 'Fitness Pilates' (as it was previously) and this class will be conducted by either Kirsty or Annemarie. Dates to be confirmed.
  - e. Carpet Bowls/Boules timing will be extended by 30 minutes to 3:30 pm.
6. Current number of non-Resident members is 58.
7. Timetables: Class start times will be adjusted over the next week or so to make the timings more logical and consistent.  
For example, from the 12<sup>th</sup> February Aqua Classes will start on the hour at 10 o'clock, and starting next week Pilates will start at 10:45.
8. Gaye is reviewing the contracts and details regarding all the external businesses that use facilities in Hampshire Lakes, for example this will include BodyNSoul.

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

## **c. Bistro and Social activities (Joan)**

Joan reported as follows:

The Ukulele band will be playing from 6-7pm during next week's Happy Hour. Collection for The Link charity.

There will be an afternoon of popular piano music on February 21<sup>st</sup> accompanied by tea and cakes, provided by HLE.

- **Bistro**

Jo and Joan discussed with Gaye concerns about the recent low bookings in the bistro. We mentioned food inconsistency and cost, menus, vegetables not served in dishes, tables cleared too quickly, portion size and general ambience. Flowers may be replaced by succulent plants for low maintenance and cost, tablecloths are being considered and some of these other issues will be addressed.

Gaye will address the HLE working party on Monday 5<sup>th</sup> about costs in the Bistro.

- **Acoustics**

The continued delay has been due to ensuring the redecoration of the ceilings are complete prior to the sound proofing being installed. The deposit for the work has been paid and the company advise they are ready to commence.

Trevor will be working with them to finalise the dates and he will update us once all is agreed.

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- **Social**

The working party agreed that the programme for the rest of 2024 will be reduced and mindful of costs.

The full programme will be available on the website next week. It will include the Caribbean BBQ, Theatre Together dinner, Christmas party with harpist and the same DJ booked for the NYE Disco.

- **Visits**

Bookings are confirmed for the river cruise with tea, Saville gardens, Winchester with lunch at The Ivy, and Kingston for Christmas shopping.

- **Theatre Together**

Glen Miller 10<sup>th</sup> March.

We expect to hear details of the Chichester festival on February 15<sup>th</sup>

- **DIY Dining**

This is going from strength to strength. Last time we had 4 tables and 26 residents enjoying a convivial evening together. We hope more residents will be encouraged to plan tables. The Bistro Manager should be informed about planned tables and everything must be left as it was found. Last time there was a small complaint about table positioning and a few glasses on the bar, but this will be managed in future with “before” and “after” photos!

Chris Widman is producing a file of local take away menus, copies of these will be placed in the library and the post room.

A query was raised concerning the possibility of Cottons opening on Sundays or at least the provision of a coffee machine.

**Action: Raise with Gaye**

**d. Maintenance (Roger)**

While no further meetings had been held with Trevor, several maintenance issues had been raised through Gaye, to which the responses are shown in in the Appendix referred to at 4(b) above. Roger also raised the possibility of asking residents to track their experiences once they had officially registered a request for maintenance work.

**e. Transport (Diana)**

Diana reported that there was no news about a new part-time driver/maintenance person with the result that Trevor remained our only driver!

Jenny informed the meeting that at the discussion with Talvinder, it had been established that both of our vehicles belonged to Anchor. Although we raised the query as to whether we could assist a sale of these vehicles to a school or scouts, no definitive response was forthcoming.

**f. Grounds and Gardens (Janet)**

Janet reported as follows:

Mike reports that the seasonal shrub bed tidying and weed spraying is going to plan and that the spray used is effective in the colder weather but tends to take longer to work.

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More shrubs and small trees have been removed from around the pond and the stumps left will be treated to prevent regrowth. Some recently fallen trees have been cleared away, but obviously not without cost.

When she looks back on the dreadful planting we were originally presented with, especially in phase 1, she can fully appreciate the difference it makes to have the correct plants, well planted in suitable positions. It emphasises just how much money was wasted on the supposedly "landscape gardening".

When asked, Mike is always happy to advise on suitable plants which will need minimal future maintenance and as far as possible are chosen not to be appetising to our resident deer. The recent planting has been successful, as there are clear signs of deer walking on the re-planted beds, whilst adding more manure, but without helping themselves to the plants. Long may that continue.

Recently Mike was asked by one of our residents to cheer up an untidy and sad bed by her front door. She had offered to pay for the plants and ericaceous soil needed, and the work has been completed this week. She is absolutely delighted with the result and we can all look forward to enjoying this bed as it settles in and thrives as the weather improves.

I would like to reiterate that Mike is happy to offer advice and assist in putting in shrubs and plants purchased by residents who would like to plant them, but are no longer able to do this themselves. A walk around our grounds makes it clear that the vast majority of the thriving and attractive beds have been, at the very least, augmented by willing residents, and without that generosity and teamwork we would not have the vastly improved gardens for all residents to enjoy. For many of us here this is important compensation for the nurtured gardens we have left behind when we made the huge decision to leave our previous homes and gardens to come and live at Hampshire lakes. It is an important part of the value for money that we all want from our service charge.

Mike is using the quieter months to take some Fridays and Mondays as annual leave, so you may not see him around quite as much for a few weeks. Hudson has plenty to do in his absence and will keep up the good work. Yesterday he managed to clear some of the molehills that have blighted the southern edge of our site. It looks much better, but she fears they may back!

## 10. Finchampstead Bridge Club

An application had been received from Finchampstead Bridge Club to join our HL Bridge Club, as they no longer had a venue at which to play and several of their members were residents here. A discussion was held over the financial contributions to both our club and the HLRA, together with the rules of engagement and siting of tables. A slight concern was raised over the additional parking that will be required, as a result of which it was agreed that we would welcome our new non-resident members on a 6-month trial basis.

**Action:** Jenny to write explain our decision and welcome them to Hampshire Lakes.

## 11. Any Other Business

### (a) VDS (on behalf of Emrys and Wendy)

Keith reported that the Volunteer Driver Scheme has had its busiest month since the start of the scheme, with 40 Tasks registered. The Residents saved over £217 in January as they did not need to use a taxi. Since the start of the scheme in Jun 2023 Residents have saved over £1400.

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He proposed that the committee register a special vote of thanks to all the volunteer drivers and especially to Wendy who has done a sterling job co-ordinating the tasks. Jenny echoed this sentiment on behalf of the Committee.

## **(b) Lynwood Village Owner's Association**

A letter had been received requesting a visit to HL to speak to representative of HLRA to discuss our relationship with Anchor's management.

**Action: It was agreed to invite them to visit us.**

**Both Janet and Roger gave apologies for their absence at our next meeting.**

The formal meeting was closed at 11.35 and the Chair invited comments or questions from the guest members present:

**Chris Widman** queried how BT closing down their traditional copper network would affect us at HL. Both Keith and Adrian Hobbs gave assurances that users of their BT phones would be advised by BT themselves and those using Anchor's in-house network would be advised by Anchor's IT team in the fullness of time.

**Tricia Thorpe** raised the issue of the length of time Anchor takes to run DBS, etc, checks on potential new staff.

**Mike Duckworth** felt that the "Garden Room" requires an enhanced decor.

**Action: Raise with Gaye**

The meeting closed at 11.45.

**12. Date of Next Meeting: Saturday 2<sup>nd</sup> March 2024.**