



Minutes – Committee Meeting Saturday 13th April 2024

Present: Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Joan Russam, Janet McCombie, Diana Duckworth, Keith Hall.
There were 30 Members attending as observers (attendance register attached).

The Chair welcomed those present.

1. Apologies for Absence

Jo Taylor (Vice Chair).

2. To approve the minutes of the meeting held on 2nd March 2024

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

3. Matters Arising

a. Lynwood Village Owners' Association

The visit by their four representatives took place on 6 March and was hosted by Jenny and Roger. A letter of thanks has been received.

4. Reports on contact with local management

a. Meeting with Gaye on 15.3.24 (Roger)

Roger presented the report from this meeting, which dealt with outstanding matters raised at the March committee meeting and included some updates from Jenny's subsequent meeting with Gaye on 12.4.24. Questions were raised over the ongoing delay to the new signage. The notes from this are attached to these minutes as **Appendix A**.

Action: Progress report to be requested from Gaye re the delayed signage

b. Meeting with Gaye on 12.4.24 (Jenny)

Apart from updates to the matters dealt with at 4(a), and a discussion concerning the monthly coffee mornings, Gaye stated that she was looking to purchase replacement furniture by first sourcing two types of chairs, as examples to determine preferences by residents for reception area improvement. She would also like to purchase appropriate furniture for all our activity rooms.



Jenny stated that in this respect, when visiting BP, she had found that the ambience there was much better, as our building had been poorly designed, with insufficient communal and happy places.

She raised a suggestion that we should draw up a grid of activities to show preferred locations and appropriate furniture, Cheerful Chat being used as an example. Carolyn volunteered to lead this project.

5. Lease Compliance (Joan)

Joan has now received a response on this subject from Anchor's legal department who say that our lease is "silent" on the subject of income derived from the Wellness non-resident members, from whom we currently receive only 20% of their membership fees, although we have the financial responsibility of paying all the Wellness costs (£150,000pa?) through our service charge! She has consulted our Emrys, who feels that we would have a case for "unreasonable receipt of income". Apparently, when she and Jo were on the original working group that discussed this matter with Anchor management, they were told that this **matter** was not "lease compliant" (which by Anchor's own admission has proved not to be true) and that by accepting Anchor's offer at that time to completely take over the Bistro, all residents, from then and into the future, would save £60 a month off their service charge. There should have been a village vote, but one was not held! Joan is willing to pursue this matter (with Jo) using the new information and wished to know whether they would have the support of the committee. This was readily given, with the accepted suggestion that a softly-softly approach be taken, firstly with a letter and subsequently, if necessary, an official complaint.

6. Informal Committee Meeting held on 15.3.24, re:

(i) Challenging our Utilities Account – Formal Letter of Complaint

Following considerable work undertaken by Ron Napper into Anchor's apparent methodology used when calculating our utilities charges and little assistance from them in unravelling this mystery, a formal letter of complaint was sent to Gaye on this subject and at the same time questioning the allocation of the Village Insurance premium which was across the three villages. Although an acknowledgement has been received, we await a formal response to the complaint itself in accordance with Anchor's procedures (in this case 10 working days from 2.4.24).

(i) Domiciliary Care – Formal Letter of Complaint

This complaint followed on from Jonatham Martin's letter discussed at our last full committee meeting (**Appendix C of 2.3.24**), as a result of which a formal letter of complaint was sent to Anchor's CEO.

Jenny has received a response from Emma Tobin (Gaye's line manager) who has been appointed to investigate and with whom she has spoken by telephone. Jenny does not wish to talk about this outcome until she has received a written response from Emma. She did however receive an assurance that there is an evaluation of the anchor-call usage.



7. ARHM (Association of Retirement Housing Managers) Code of Practice

Joan stated that she had always found this document useful but drew our attention to the point that in the “Code” the word “**must**” is used to indicate a statutory (legal) requirement, a contractual requirement or a requirement in common law, whereas the word “**should**” indicates recommended or best practice. **These extracts from the Code of Practice are attached as Appendix B**

8. Treasurer’s Report (Sam)

Since the last meeting Sam had only received one subscription, making the HLRA balance up to £2954.40.

7. Membership Secretary’s Report (Carolyn)

Carolyn reported that we had one new member, Carol Flinn at 51 Oakleigh Square.

8. Working Parties and Action Plans:

a. Finance (Francis)

Francis reported that he has concerns about the new Utilities Rates and that he is still awaiting a response from Anchor in respect of his questions arising from the December Budget meeting.

Action: Further Letter to Gaye re repeat of Budget Review Meeting.

b. Wellness (Keith)

- Driers. The swimsuit driers hopefully should be back with us soon, as Anniemarie is chasing Trevor for their return and installation date.
- Motomed. the move of the Motomed has stalled once again, this time through disagreement between two teams of H&S officials!
- Gym Access. There was a plan to allow residents access to the gym until 8 pm, but unfortunately once again it has been thrown out by H&S, which is strange as they were quite keen on the idea.
- Water Volley Ball.
On Wednesday afternoons at 2pm we have been playing Water Volleyball, which has been very successful and great fun. We had ten players and three spectators a couple of weeks ago. You

Hampshire Lakes Residents' Association



don't even need to be able to swim to have lots of fun.

- Non-resident members.

- The current number of wellness non-resident members is 59, with the maximum being 60. We've had a few drop-offs since the price increase, but new members have started, so the price point must be about right.
- From this month all the external wellness non-resident members will be paying direct debit and scrapping the monthly pay as you go option, this will prevent any late / missed payments etc.
The payments will in future be monitored/checked by the Anchor finance staff rather than the Wellness manageress.
- Currently there is no check that non-resident members are up to date with their subscriptions when attending sessions.

- Croquet.

I plan to restart the Croquet on the lawn from mid-May, probably from the 4 pm 24th May.

c. Bistro and Social activities (Joan)

Bistro

- The Acoustics work has had very positive feedback.
- Quotation for the repair of the Juke Box is £1000, which will come from the service charge. Gaye has asked whether we wish this to be done.
- After Keith demonstrated the use of Alexa, using the loudspeaker situated on top of the juke box, it was unanimously agreed that we would not pay to have it repaired, although we would keep the actual juke box in its current location.

Action: Advise Gaye of our decision.

Entertainment

- Thames Valley Chorus on 23rd April (St. George's Day). The menu has been revised and now includes a beef dish.
- DIY dining interest continues to be poor (although there were 14 residents present at that evening's event - Secretary.)

d. Maintenance (Roger)

This month we have concentrated on the saga of the "Phase 2 Balconies" and thus far have discovered that: Apt. 11 is causing problems for Apt. 8 below; Apt. 41 to Apt 38 below; Apt



43 to Apt 42 below; Apt 18 to Apt. 15 below and Apt.20, itself, is in a poor condition and has the green wooden slats missing below its railings!

Ray, our Anchor surveyor, is supposed to have this in hand, but we have not heard anything from him as to when the repairs are taking place, which is particularly worrying as in at least two of the cases water intrusion is continuing to damage internal decorations and carpets.

Action: Speak to Gaye with possibility of raising a formal complaint.

e. Transport (Diana)

We await Norman's clearance to become our new driver/maintenance person. Apparently Nasar has been dealing with this and has been away for the past two weeks.

f. Grounds and Gardens (Janet)

Hudson has now left to further his firefighting career. 4 applicants for his job have been interviewed by Mike and Gaye, all of whom were deemed totally unsuitable. Mike will discuss further with Gaye and await more suitable applicants. It may be possible to "borrow" some of Nuwan's workers to help Mike until new staff are recruited, but that has not yet been agreed.

Mike has been weeding by hand in beds and waiting for some dry weather to apply the spray weed killer. The Boules court was sprayed on Wednesday morning. Mike assured me that it was done over 2 hours before the rain in the afternoon, so should be effective.

Grass cutting is continuing apace to keep up with the fast growth the spring weather is generating. I think they do a good job, despite starting work, outside my bedroom window, with the tractor at 0810 this week!

Joan has expressed concern about the large tree near Poplar Lodge. Mike agrees that it needs maintenance and will ask Bartletts' advice when they come to work on the Oak next to Beech Grove, at the beginning of May.

Mike was told by Gaye that, when she arrived here, there was no money left in his budget. This does not tally with what Debbie told him before she left. It also must be very difficult to adhere to a budget when trees randomly need urgent, expensive care, and that cost comes out of the same pot of money.

Action: Speak to Gaye

It has been wonderful over the last few weeks to admire the trees donated by residents to celebrate our late Queen's Jubilee, as well as those in Jo's orchard. They all appear to be thriving and the flowering trees are a wonderful sign that spring has truly sprung. Thanks again to all those who donated the trees and who, hopefully, will continue to nurture them.



Sam queried the extent of our forest land (beyond Anne's bench) towards the river, as apparently Mike has been told not to trim this back from the path. **Action: Speak to Gaye**

There is still no resolution to the bulrushes' problem in our pond, as Health and Safety appears to rule out anyone from our staff entering the water, even in waders. Roger suggested that our Fire Services training wing may be interested in conducting some rescue training in this location, which might lead us towards a possible solution.

Action: Roger to contact Fire Service via Trevor

11. Any Other Business

a. Ground Rent (Jenny)

Jenny requested a show of hands of those who had received the Anchor letter requesting payment of our £500 per apartment ground rent, as she had not received hers. It appeared that most had received this letter this year, although the whole procedure appears to be very haphazard!

b. Mobility Scooters – Insurance Cover

Gaye will very soon be checking on insurance cover for mobility scooters, as many do not currently have any or adequate cover.

c. Bin Stores

Janet raised the ongoing problem of the state of the recycling bin stores, with items being dumped incorrectly and the constant refusal of some residents and/or staff to flatten boxes before placing them in the bins.

Action: Speak to Gaye

The meeting closed at 11.55.am when Jenny invited non committee members to raise any concerns.

Chris Widman requested that the bins be placed with all their lids open as they are extremely difficult to access once closed.

Action: Deal with as 11.c above

Valerie Sinclair raised a matter concerning home care to which Jenny responded by reminding her that this was not an issue that can be pursued by the HLRA and that she should speak with Tracey, the Home Care Manager.

The meeting then closed at 12 Noon.

12. Date of Next Meeting: Saturday 11th May 2024 at 10.30.am.