



## **Minutes – Committee Meeting** **Saturday 11<sup>th</sup> May 2024**

**Present:** Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Janet McCombie, Diana Duckworth, Keith Hall.  
There were 25 Members attending as observers (attendance register attached).

The Chair welcomed those present.

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

Jo Taylor (Vice Chair), Joan Russam.

### **2. To approve the minutes of the meeting held on 13<sup>th</sup> April 2024**

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

### **3. Matters Arising**

#### **a. Social Spaces**

Carolyn, who was leading on this issue, reported that she had not yet been able to speak to all leaders of the activities that require space within Oakleigh Square. However, she was finding that there was some conflict, within those that she had consulted, regarding “chairs” – too few versus too many! It was thought that some of these had disappeared into the gym. At this stage it was noted that Jo wanted more time for some of her sessions.

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

#### **a. Meeting with Gaye on 22.4.24 (Roger)**

Roger presented the report from this meeting, which dealt with outstanding matters raised at the April committee meeting. Questions were raised over:

- (i) the delay around the signs in the recycling sheds, which have apparently been ordered by Gaye, but there was good news, as movement-activated internal lights are now operating in all of them.
- (ii) the First Aid training for the Reception Staff, which has been conducted at a basic level.

The notes from this meeting are attached to these minutes as **Appendix A**.

**Action: Progress report to be requested from Gaye re the recycling signage.**



## 5. Informal Committee Meeting held on 22.4.24, re:

(i) Response to Gaye's Letter of 16.4.24 re **Utilities Charges and Villages Annual Insurance** – Letter sent on 25.4.24. ***(Copies available in Correspondence file in Library)***

(ii)

Jenny commenced by reminding us that this matter stretched back to the disastrous Annual Budget Meeting on 19.12.23 when few or no explanations were given to residents despite written enquiries. She then invited Francis to address the meeting to give a progress report.

Francis stated that he was amazed to read Gaye's response to the initial request, as it contained an extraordinary amount of information. It openly disclosed that, *due to issues with the meters at our Hampshire Lakes Village*, the figures for Bishopstoke Park and Denham Garden were being substituted in lieu! He recommended that we carry on pursuing the truth in a full-blown complaint, as it would appear that this practice was both sloppy and illegal! It was also felt that we should alert the auditors and request information as to who signs off the accounts at the end of the year.

(iii) Response to Emma Tobin's Letter of 15.4.24 re **Homecare and Anchor-call changes** – Letter sent on 23.4.24. ***(Copies available in Correspondence file in Library)***

Jenny stated that, although for the moment the committee had decided to close this matter, she had taken Emma (Gaye's immediate manager) to task over the use of the word "perceived" over the word "actual".

**Copy of the letter dated 23.4.24 attached to these minutes as Appendix B.**

6. Anchor's incorrect statement in 2020 re **Lease Compliance in relation to the Wellness Centre Income leading to the adoption of "Model 3"**. – Letter dated 5.5.24 sent in response to Emma Tobin's letter of 24.4.24. ***(Copies available in Correspondence file in Library)***

Jenny stressed that the main point of conflict was the fact that although we are expected, through our monthly service charge, to be fully responsible for the maintenance of the Wellness Centre, we only receive 20% from any income received from outside members, concessions, etc, while the 80% goes to Anchor's commercial activities, whatever these may be (the Bistro?).

***While we await Anchor's response, she recommended that we all read Joan's excellent letter of 5.5.24, as this lays out the current situation in a clear and precise manner.***

## 7. Treasurer's Report (Sam)

Nothing to report.

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

No new members



## 9. Working Parties and Action Plans:

### a. Finance (Francis/Sam)

Nothing further to report.

### b. Wellness (Keith)

(i) Keith reported that there was not much to report this month, as everything seems to be going very well, with **Annemarie proving to be an excellent Manager.**

(ii) The **Motomed** has now been moved out of the gym for a trial period. When it was originally purchased it was used a lot, but in recent times the use has been less. We spent a large sum of money on the device, so residents are asked to make good use of it, as it is a great help in recovering from injuries or medical interventions. All you need to do is speak to the Wellness team for any advice you may need, receive the initial training and off you go!

(iii) **New instructors.** You may have noticed that we have 2 new fitness instructors, whose names are Monique and Jaswinder.

(iv) **Booking In for classes or you own activity sessions.** The classes in the morning are particularly popular, so don't forget you can book your Wellness sessions 3 weeks in advance using the booking sheet on the notice board in the Activities Room.

(v) **Croquet** is starting again, weather permitting, on Friday 24<sup>th</sup> May at 4.pm.

(vi) At long last the **Costume Driers** have been repaired and returned to their positions in the changing rooms.

**Action: Jenny to send a letter of thanks to Annemarie.**

### c. Bistro and Social Activities (Joan)

Nothing to report.

### d. Maintenance (Roger)

Nothing further to report, apart from the need to keep a watchful eye on the progress with the repairs to the phase 2 Balconies.

### e. Transport (Diana)

Norman, the new driver/maintenance team member, has now arrived and appears to be enjoying his new job.



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

(i). Mike is still working alone, but hopes to have an inexperienced, young man starting when all Anchor employment arrangements have been completed. Fingers crossed that he is as keen to learn as he appeared at interview.

(ii). Grass cutting struggling to keep up after so much rain and Bank Holiday Mondays. Mower seems to be leaving a lot of cuttings on the ground which makes a mess and looks unsightly as it dries. Further conversations with Mike and Newan.

(iii). Mike now has access to this year's budget, but still not able to use the money he understood was outstanding from last year.

**10. Any Other Business**

**a. Anchor Focus Group - Understanding Resident Awareness of Be Well on 22nd May.**

It was decided not to respond to this request.

The meeting closed at 11.15.am when Jenny invited non committee members to raise any concerns.

Yvonne Conway felt that the compost area needs cleaning out as it is a mess.

**Action: Janet will speak to Mike about this issue.**

Shirley Wing felt that the folding chairs that had been moved from Cottons to Wellness were more comfortable when sitting for Gym sessions.

She also requested that an entranceway be enhanced but was advised that such action would result in a Health and Safety issue.

The meeting then closed at 11.25.am.

**11. Date of Next Meeting: Saturday 1<sup>st</sup> June 2024 at 10.30.am.**