

Hampshire Lakes Residents' Association



Minutes – Committee Meeting Saturday 1st June 2024

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

There were 30 Members attending as observers (attendance register attached).

The Chair welcomed those present.

1. Apologies for Absence

None

2. To approve the minutes of the meeting held on 11th May 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, has now spoken with most of the activities' leaders and has produced a list of the results as follows:

QUIZ - Ray the Co-ordinator is happy with the tables and chairs in The Garden Room but would like to change the start time to 3pm.

HAPPY HOUR & POOL - No change

MAJ JONG.??

CANASTA - Jill is happy and requires no change.

REVEILLE - David requested a time change from 5.30 to 6.30. Otherwise, happy.

SING FOR PLEASURE - Jo would prefer to change time from 11-12 to 10.30-12.30.

BOOK CLUB - Happy where they are. No change.

SCRABBLE - Ann who runs the club on a Tuesday 2-4 is happy and said Gaye is trying to find a larger table.

RUMMIKUB - all happy. Except when having to share room with Bridge.

COMMUNION - all happy but queried when the library will be redecorated.

CRIB - all happy

PUB NIGHT - Keith suggested it be changed to another Tuesday of the month as it clashes with Reveille at the moment.

BRIDGE - all the bridge groups are happy (apart from complaining about having to share the library with Rummikub.)

PUB NIGHT (darts). -to change to another week

CHEERFUL CHAT - happy with the Garden Room but there was a lack of chairs.



REFRESHMENTS??

PUBLIC CHAT/PAPERS -??

INDOOR BOWLS - no change

TABLE TENNIS - no change

Furniture - some tables and chairs too heavy with too many chairs stored in Activities Room.

Decoration - library has not be redecorated.

It should be noted that some would prefer a change of time and/or location.

b. Wellness

Jenny has sent a letter of thanks to Annemarie.

4. Reports on contact with local management

a. Meeting with Gaye on 23.5.24 (Roger)

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

- (i) The continual abuse of the recycling sheds by people (who are believed to be members of staff) placing un-flattened boxes in the bins.
- (ii) The £5 charge for the barcode Anchor Cards was considered by the meeting to be ridiculous, petty, bureaucratic and nonsense.

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

Action: Speak to Gaye re recycling sheds and barcode anchor cards

5. Anchor-call Changes (Jenny)

Jenny produced a letter from Gaye dated 3.6.24 addressed to all residents informing us of all the changes in the Anchor-call procedures with effect from January 2024. Regrettably, as this was now Anchor's policy, and, having made our formal complaint to head office, there was little more we could now do to alter it and therefore the matter would be closed.

This letter is attached at Appendix B.

6. Treasurer's Report (Sam)

Our one transaction last month was to extend our subscription to WordPress for the HLRA website for another two years: costing £412.80. This leaves us with available cash of £2541.60 in the bank.

7. Membership Secretary's Report (Carolyn)

No new members.



8. Working Parties and Action Plans:

a. Finance

(i) Utilities Charges and Villages Annual Insurance (Francis)

Francis reminded the committee that Gaye had promised to supply the requested information by the end of May (which was yesterday). He felt that we should now write to jog her memory! As regards the issue of the Annual Insurance split between the three villages, it might be prudent to raise this again at the next Annual Budget Review.

Both actions agreed by the Committee

(ii) Anchor's incorrect statement in 2020 re Lease Compliance in relation to the Wellness Centre Income leading to the adoption of "Model 3 (Joan)

Joan reported that rather than reply to my letter of 5th May, on May 11th Emma Tobin sent an invitation to join her and Nicola Dillon (finance business partner) for coffee on **25th June** to discuss the questions I had raised.

I thanked her and accepted, subject to my questions having been answered in writing before any such meeting. Jenny, Jo, Keith and Roger would also attend on the same basis.

It was agreed that I write a further letter demanding transparency relating to the Wellness concessions: - i.e. Hairdressers, Thorpes, the Beauty Salon and the Guest Suite. (letter copied to Jenny, Jo, Keith and Roger).

This was sent on 23rd May but, as yet no reply to either letter!

b. Wellness (Keith)

I plan to ask Wellness to adjust the gym timetable and move the Table Tennis session from Wednesday 2 pm to Tuesday 2 pm.

Apart from that there is no new information regarding Wellness, except that Annemarie and her husband successfully arrived in Monaco after cycling all the way from Crowthorne, quite an achievement. They did use a ferry from Portsmouth to get across to France!

c. Bistro and Social Activities (Joan)

Bistro

- The average current monthly evening provision for residents has fallen to 2 a la carte dinners on Saturdays and one themed mid week buffet. The menu choice is generally very ordinary and uninspiring. The a la carte dinners will now be called "Bistro and Bar" evenings and include meals such as egg, bacon and chips.

The working party have an upcoming meeting and will discuss ideas to improve this state of affairs to approach Gaye about. Please give your opinions at the end of this meeting.



Entertainment

- Last Thursday 23 residents enjoyed a trip to London to see Guys and Dolls, a wonderful afternoon of exuberant music and dance, quite unlike anything we have seen before. We enjoyed dinner in an Italian restaurant before returning to Hampshire Lakes in the evening. **Jenny led a vote of thanks to Joan and her team for the arrangements in respect of this event**
- On 26th June we have Jazz on the Green with the six-piece Lions Dixieland Jazz Band based at South Hill Park. Domino's Pizzas will be served at 6.45 pm. In the event of bad weather this will be held in the Bistro.
- Theatre Together have secured 30 tickets for the acclaimed National Theatre production of War Horse which is returning to Woking in January 2025.
- DIY dining interest continues to be poor.

d. Maintenance (Roger)

Nothing further to report, as most of our energy has been directed towards the repairs to the phase 2 Balconies and the arrangements for the new street signage. We do, however, feel that there is a definite need to have a dedicated member of staff (possibly the GM) with the responsibility to regularly check the village for matters that require maintenance, keeping a record of these and recording the measures taken to resolve any faults.

Janet raised concern over the defective lighting between Hammond Way and Blackman Court.

Action: Speak to Gaye re regular inspections and defective lights

e. Transport (Diana)

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

f. Grounds and Garden (Janet)

Mike is still working alone with no sign of "Reece" who appears to have failed to supply information to accept the job offered and who Gaye still seems to think will appear. Mike is continuing to cut back brambles in the woods and create a wider access by creating a grass edge to the pathways. He hopes to do the same work from the kissing gate end asap.

The compost area continues to be problematic. It fails to produce compost and becomes messy and difficult to access. Nuwan has quoted to remove the rubbish, but Mike has had no word about action there. Ideally a concrete base would be easier to maintain, but Mike presumes the cost would not be considered. He is convinced that some large cuttings do not originate from within our village and suspects that residents' relatives, and/or neighbouring Yateley people, may be using it as a dump. Mike feels erecting more fencing panels across most of the entrance, as Gaye has suggested, would further encourage people to leave green waste outside the area, as happens now, and then make removing it when necessary, even harder.



There is still no sign of the Green “tin shed” that I thought had been approved and ordered as a safe storage place for fuel and garden chemicals. In fact, Gaye has suggested that the unused potting shed in the so-called sensory garden could serve the same purpose. This is totally unsuitable, and the suggestion throws doubt as to whether the tin shed has actually been ordered!

If the shrub beds are to thrive there are several areas which desperately need some good topsoil. As ever, funding is the issue.

On our walk round we noted that Ann’s bench in the woods needs repair. There are also some heavy bases that supported Nikolai’s temporary fence still on our land that need to be removed.

Generally, Mike is having a hard time, but overall, I am very pleased with the continued improvement in the appearance of our grounds and gardens. When you are asking Mike for specific requests, or when you see him around, I’m sure any compliments would be very well received.

8. Any Other Business

a. Reveille/Speedbirds & Pub Nights Timing

David Alan, the Reveille co-ordinator, following discussions with the group on Tuesday evening, would like to have the Reveille Meeting start time changed to 6:30pm, which means that members can have their evening meal prior to the event, which is more conducive.

In addition, it was discussed that Pub Nights (bring your own) should only be held when there is no other event on a Tuesday evening. Pub Nights should continue to start from 7pm on those Tuesday when no other event is being held.

If the committee agrees to this request, it is asked that this timing change is made from the July Calendar of Events.

Agreed by Committee.

The final point I notice that there is nothing listed on Sat 8th June - should it not be listed as DIY Dining if no other events are planned?

b. Suggestions to aid the Bistro Working Party.

Jenny invited suggestions from both the committee and residents.

These included:

A sense of disappointment that when purchasing an apartment at HL, there was an enticement that the village had an excellent restaurant. This has now clearly proved to be untrue!

Scheduling of mid-week buffets need balancing throughout the month.

A La Carte Menus appear to be moving away from Saturdays.

A wish to have a serviceable restaurant when having personal guests staying in the Guest Room.

The Saturday night menus at Bishopstoke Park are much better than Hampshire Lakes.

Perhaps consideration should be given by Anchor to having the Bistro contracted out.

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There is a general feeling that the Bistro is not really trying to be there for residents but more for the staff.

Joan will now use these suggestions to pursue the work of the working party.

c. Informal Committee Meeting.

It was agreed that there would be an Informal Committee Meeting at 5.pm on Wednesday 5th June in the library to discuss the action to be taken in respect of the Wellness Income, etc, in preparation for our meeting with Emma Tobin.

The meeting closed at 11.45.am when Jenny invited non committee members to raise any concerns.

Ruth Maynard raised concern about the longstanding complaint regarding the lack of lighting in the passageway between Maple Bank and Sycamore Court which leads from Chelsea Gardens to Hammond Way.

Action: This will be raised with Gaye.

The meeting then closed at 11.47.am.

9. Date of Next Meeting: Saturday 6th July 2024 at 10.30.am.

For which Jo and Janet gave their apologies for absence