

Hampshire Lakes Residents' Association



Minutes – Committee Meeting Saturday 6th July 2024

Present: Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Diana Duckworth, Joan Russam.

There were 27 Members attending as observers (attendance register attached).

The Chair welcomed those present.

1. Apologies for Absence

Jo Taylor (Vice Chair), Janet McCombie & Keith Hall

2. To approve the minutes of the meeting held on 1st June 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)

1). Cheerful Chat - they are happy to be in the Garden Room. However, as there are only 10 chairs in the Garden Room, it's difficult to seat all our 15 attendees, particularly with the addition of several walkers. No chairs could be borrowed from Cottons.

The committee queried whether consideration could be given to using the library and the bistro (once a month when the library is required for the HLRA Committee Meeting).

2). The Boules teams say 1 or 2 railway sleepers which edge the court are crumbling and need replacing. It will be necessary soon to add about 4 tons of sand to the court.

Action: Raise both issues with Gaye.

4. Reports on contact with local management

a. Meeting with Gaye on 11.6.24 (Roger)

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

- (i) The SANG drain on our land, which has not been cleared, whereas Nikolai Fenyk has dealt with the side owned by him.
- (ii) The access to utilities from Nikolai's land and the right of way to Hammond Way is being investigated by Emrys, John H and Joan, who have obtained the relevant Land Registry documents.

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

Action: Speak to Gaye re SANG drain



b. Meeting with Emma Tobin and Nicola Dillon on 25.6.24 (Jenny)

Jenny reminded the meeting that there had been a recent change in the management structure within Anchor, which has resulted in Gaye having a new line manager. This is a new post which carries responsibility for the three Anchor Villages and Independent Living in the South. This manager is Emma Tobin, who visited our village on 25th June to introduce herself and answer some of our concerns, alongside Nicola Dillon, Anchor's Financial Officer.

She informed us that, although new to Anchor, she had a background of working in a "retirement housing" environment. Within Anchor, she was one of a whole raft of senior managers who have been tasked with meeting teams and "lifting up stones" to question the reasons for the way procedures and actions were being pursued.

Committee members generally expressed the usefulness of the meeting and the openness of both Emma and Nicola when questioned on a range of subjects. We were concerned that she did not provide any facts for our meeting, although she has opened doorways for us to pursue these through her in the future. Francis, in particular, was disappointed that he was unable to spend time with Nicola to discuss facts and figures.

We informed them that our main concerns were the budget relating to the income from the Wellness Centre and the allocation of the Utilities costs. We probably brought her down to earth when we told her that from past experience, we did not trust Anchor and that in many areas it certainly hadn't proved transparent. We were cautiously optimistic about the way forward, being told that requests for information should go through Gaye, **but, if necessary, could go direct to Emma** (with a copy to Gaye).

5. Treasurer's Report (Sam)

Last month, June, we spent £107.82 obtaining deeds of the adjacent land from the Land Registry. This left us with £2449.78 in the bank. In addition, we are holding £377.14 on behalf of the Bridge Club.

The end of our financial year was 30 June, so I intend to get the accounts examined in time for September's AGM. Incidentally, the biggest expenditure in the year was for the pool table (£1485.98), followed by the website and subsidies for some social events.

6. Membership Secretary's Report (Carolyn)

No new members.



7. Working Parties and Action Plans:

a. Finance

(i) Utilities Charges (Francis) & (ii) Wellness Centre Income (Joan)

On behalf of these two action groups, Joan stated that, following the recent meeting with Emma Tobin, Jo. Emrys, Francis and I are continuing work on a fact-finding document to be sent shortly to Gaye and Emma asking pertinent questions relating to the apportionment of costs and income of various facilities in the village including the Wellness centre. In addition to this, the Utilities charges will also be addressed.

b. Wellness (Keith)

In the absence of Keith, Roger read his report: The Wellness Centre continues to run smoothly with many classes well subscribed. Residents are reminded that the Gym and Swimming Pool are open on a Sunday, there are plenty of spaces on the booking sheet so why not visit Wellness Centre on a Sunday and have a relaxing session.

There was a query as to whether there could be classes at the weekend if staff were on duty.

NOTE: Following the meeting Keith gave assurance that there were classes at the weekend and that these were shown on the booking sheets and website.

c. Bistro and Social Activities (Joan)

Bistro

- The Saturday evening menu will again be headed "A la carte"
- Concern was still expressed about tablecloths and napkins.

Entertainment

- Jazz on the green was a huge success, the band was great and we had perfect weather.
- The upcoming river Cruise from Henley is fully booked, (25 July)
- Another London show booking is planned following a mini survey carried out during Happy Hour. (To be advised)

d. Maintenance (Roger)

(i) **Recycling Sheds** are being brushed out regularly and are far cleaner than in recent times

(ii) **Path Cleaning** has been taken on with vigour by Norman, who has created a schedule for this daunting task, which will, without doubt, make our village a brighter and safer place.

(iii) **Power-washing of our outdoor Seats and Benches** is being undertaken by the Maintenance Team, who will also be oiling them in due course. As a matter of record, the awful state of these



had been mentioned to Gaye by Roger and Diana during their 7th February “walk around the village”, but not noted by us at the time as she had appeared indifferent to our concern. However, it could be that this recent action was prompted by a health and safety visit to the village in the past month. At our meeting with her on 11 June, our request for a sight of this health and safety report was refused.

Action: Letter to be sent to Gaye requesting sight of the H & S report, the access to which we believe we are entitled.

e. Transport (Diana)

Norman, our new Driver/Maintenance person, is proving popular amongst users of the minibus and it seems he also has some good ideas concerning his maintenance role.

f. Grounds and Garden (Janet)

Although Janet was away, her report was as follows: The good news is that Cameron will be joining Mike in the garden team as soon as Anchor has done what needs to be done. Cameron has some experience of the work and will be a full-time member of the team. I’m sure Mike will be grateful to have him here asap.

Mike has, again, been getting quotes to deal with the pond. One company has been to re-quote, but only one of the other four companies he has approached has responded so far. It will be a difficult and expensive job. It appears that simply pulling out the bulrushes, as was done in the past, tends to encourage more rapid re-growth. It was a bad, and expensive, mistake.

Some of the young “Queen’s Trees” are looking thirsty and are making it obvious that they still need watering during dry spells. Please check up on your tree if you sponsored one. Heidi’s Bramley Apple tree is looking especially good, very proudly showing 6 good apples at my last count.

A reminder to all: if you see something in our grounds and gardens that you would like to draw to Mike’s attention, or, if you need help with a gardening issue, PLEASE put a polite request in the gardening book at reception. These requests are usually dealt with within days.

Jenny stated that phase 1 was horribly planted and quite probably, as a result, needed more attention than phase 2 Following a short discussion concerning the various patches taken on by residents, Sam stated that as residents we had no responsibility “to garden”, even if initially some had asked to take on a particular patch. Jenny stated that this situation needs clarification!

Action: Speak to Gaye.



8. Annual General Meeting to be held at 3pm on Monday 9th September 2024 in the Bistro.

It was agreed that a motion would be put to the AGM from Committee in relation to **Item 7(a) of The Constitution** to change the current requirement for future years regarding the date of the AGM *to allow more flexibility in achieving the maximum committee attendance*. The actual wording will be agreed at the next Committee Meeting but would be on the lines of: **“in September”** to replace **“within two weeks of the anniversary of the previous Annual General Meeting”**.

Jenny reminded the meeting that members should consider whether they wished to put themselves forward to be on the Committee from this September. More information regarding this **very important annual meeting** will be circulated in the coming weeks.

Any revision to the three signatories required for our bank account would be dealt with at the AGM.

9. Any Other Business

a. Snagging Procedure (Roger)

Roger enquired of the members attending whether there was any set procedure for having snagging problems dealt with for the occupants of new apartments.

The consensus was that since the end of the “lockdown” there was no set procedure and that those that had been brought to the notice of management were dealt with in a not entirely satisfactory ad hoc manner.

Action: Speak to Gaye.

b. EV Charging Pilot Scheme

Diana enquired whether there had been any information from Gaye concerning her attendance at the working party overseeing the implementation of charging points at Hampshire Lakes,

Action: Speak to Gaye.

c. Furniture

Diane raised a query on when we would be able to inspect the sample swatches relating to the promised new furniture in the reception area and Sam as to why “comfy” chairs had been relocated to the Activities Room.

Jenny reminded members that authority had been granted to Gaye by her boss Emma for the cost of the replacement reception furniture to be charged to the “sinking fund”.

Action: Speak to Gaye.

The meeting closed at 11.30.am when Jenny invited non committee members to raise any concerns.

Norma Heather raised concern about the price increases in the Hairdressers, citing, as an example, an extra £5 for a blow-dry.

Action: Noted by Joan (for her Action Group)

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Norma had also been told that the physios were now denied use of the pool for their treatments.

Action: Speak to Gaye.

Yvonne Conway raised a concern over the Birch tree opposite Birch Grove which continues to grow too large and was informed by Jenny that this was to be reduced by a third by pruning over the next 8 weeks.

The meeting then closed at 11.40.am.

6. Date of Next Meeting: Saturday 3rd August 2024 at 10.30.am.

TO NOTE that this will be a Business Meeting for Committee Members only in preparation for the AGM in September.