



Minutes – Committee Meeting Saturday 5th October 2024

Present: Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Joan Russam, Janet McCombie, Keith Hall, Ann Chelley & David Allan

There were **18** Members attending as observers.

The Chair welcomed those present.

1. Apologies for Absence

None

2. To approve the minutes of the meeting held on 3rd August 2024

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

3. Matters Arising

a. Appointment of Vice Chair

As no committee member wished to undertake this position, **it was agreed that, in the absence of Jenny on any occasion, Roger would take the chair for that particular meeting** with another member taking the notes which he would later produce as minutes. As Jenny stressed that we would like to have a group of three members (usually Ch, VC, & Sec) for our monthly meeting with Gaye, **it was also agreed that we would take a different “volunteer” each month.**

4. Reports on contact with local management

a. Meeting with Gaye on 13.8.24 (Roger)

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

Joan stressed that, with reference to the Bistro, Gaye had stated that it should now be possible to achieve some walk-ins on the day, but this could, of course, lead to a limited choice.

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

5. Treasurer's Report (Sam)

a. General

At the end of September, the HLRA balance in the bank was £3058.18. In addition, we are holding £377.14 for the Bridge club. The above balance includes a number of annual subscriptions but significantly more have now been collected and await payment into the bank.

b. Replacement Authorised Signatories for HLRA's NatWest Bank Account No. 2218 1644, sort code 60-18-53

It was resolved that Jenny Hydes (Chair) and Roger Pearce (Secretary) would replace two of the current signatories (Adrian Hobbs and Joan Russam) and that the current mandate will continue as amended.



6. Membership Secretary's Report (Carolyn)

Most of this years' subscriptions have been collected, with about 15 outstanding.
We have one new member: Cynthia Nolan of Oakleigh Square.

7. Working Parties and Action Plans:

a. The Chair

Jenny stated that her particular priorities for the Committee were:

- (a) To keep a watching brief on our adjacent land (owned by Nikolai).
- (b) To ensure the appropriate refurbishment of the Reception Area in Oakleigh Square.
- (c) To have the Bistro re-designed to provide a pleasanter and more practical arrangement for both users and staff.

b. Finance

(i) General (Francis Walker)

Francis stated that it has been noted that there is currently a large surplus **within the community utilities**. Next week he will be attending a zoom meeting with Nicola (Finance - Anchor Head Office) and Gaye to query this and other matters.

(ii) Wellness Centre Income (Joan)

The group consisting of Joan Russam, Jo Taylor, Emrys Parry and Francis Walker will continue to negotiate with Anchor with a view to receiving the income from Outside Members' Wellness Fees.

c. Wellness (Keith)

Wellness Action Plan – Results as of 5th October 2024

Over the last 12 months, and particularly since the arrival of our new Wellness Manager, all the aims of the Wellness Working Party have been achieved.

The following aims were achieved:

- a. Water Volleyball Pool Games have been established at 2 pm Wednesdays, which is very popular and well supported, but there is still room for more players. You do not need to be able to swim to join in the game.
- b. Cleaning – Cleaner employed and cleanliness is good.
- c. Swimsuit Driers – Have been replaced/repaired.
- d. Staffing – Staff levels have been fully met with additional staff available to fill holiday gaps as required. Wellness is now once again open on Sundays.
- e. The Motomed device has been moved out of the gym and is now available 24/7.



- f. Carpet Bowls – session time has been extended and continues to be very popular.
- g. Timetables – the Timetables are regularly reviewed and updated and republished as required.
- h. Outside Businesses using Wellness facilities – The contracts have been reviewed and updated by the GM.

Action Plan for next 12 months

As so much has been achieved, thanks to our new Wellness Centre manager, Annemarie, there is only one: **Wellness WP Objective/Aim for the next period: To continue the excellent co-operation with the Wellness manager.**

c. Bistro and Social Activities (Joan)

Bistro and Social Activities working group Action Plan 2023/4 and 2024/25:

Bistro

Objectives

Review and monitor menu provision.

Contribute to menu provision.

Consult residents about food quality

Steps

Regular meetings with Mike and Paula.

Liaise with Debbie, now Gaye

All these have been actioned during this year

Evaluation

Limited success, menu quality is still variable, but monitoring will continue.

Installation of acoustic panels was an achievement.

An additional objective this year is the facilitation of the refurbishment of the Bistro.

Social Activities

Objectives

Continue to provide a varied programme of activities throughout the year via Hampshire Lakes Entertainment, affiliated with the HLRA

Endeavour to include more cultural activities.

Steps

To work with my current group: Jenny Hydes, Jo Taylor, Janet McCombie, Ruth Maynard and Chris Widman, Carolyn Hill has joined the group.

Offer evening entertainment, theatre visits and day trips

Evaluation

A continued provision has taken place. Not much success with cultural activities. Successful London visits were introduced.



A succession plan has been introduced to allow Joan to step down from January 2025. She will still coordinate some activities
More London visits may be planned.

d. Maintenance (Roger)

Maintenance 2023 to 2024 Working Party

Roger stated that the committee would be aware, from his report at last month's AGM, that much of a practical nature has been achieved over the past nine months since Gaye took over as GM and Trevor was finally relieved of driving duties.

He believes that we still need to establish regular meetings with Trevor and Gaye to create a more transparent recording and processing of maintenance requests, as well as establishing the payment of costs.

Whilst our Working Party Action Plan for 2024/25 (shown below) reflects these objectives, much of our time will still be spent dealing with issues as they occur. In other words, a never-ending task!

Objectives	Steps	Evaluate
Establish regular WP meetings with Gaye and Trevor. Resident members: Roger (Pearce), Ann (Chelley) and Roger (Pullen)	Decide on measures to be adopted. Brief meeting to be held with Gaye and Trevor to outline objectives	Productivity of these meetings.
Review outstanding maintenance issues	To be discussed at the next WP.	In 3 months
To encourage the Maintenance staff to introduce an improved system of recording maintenance requests, holding initial meetings with complainants and regularly updating progress.	To be discussed at the next WP with Gaye and Trevor. In the meantime, we have consulted the Local Services Agreement 2024/25 for the Village issued in October 2023* .	In 3 months
To establish the payment of costs	1. Who decides from which budget any costs are claimed? 2. How can such costs be made public?	Production of guide to charges
To act as advocate for the Village	Pursue issues of concern	Satisfaction at conclusion

*Extract from the LSA 2024/25:

Reporting of any maintenance issues/request must be via main reception.

Once this issue has been raised and flagged, a reference number will be provided to you to refer to, if necessary, at a later time.



Services provided within a private property by the maintenance team versus third party contractors.

Examples:

Can do – Maintenance Operatives. **Plus:**

All handyman tasks, i.e. picture hanging, painting, shelving, minor plumbing i.e. tap replacement/filters/strainers, minor electrical i.e. switch or lightbulb/LEDs, PAT testing, balcony decking cleaning and handyman advice.

Can't do – Contractors. **Plus:**

Heating/Plumbing – leaks/pumps/valves/boilers.
alterations.

Electrical

Large alterations work in kitchen, bathroom, build wardrobes, flooring.
Roof/balcony works.

e. Transport (Ann)

HLRA Transport WP Action Plan 2024/25

Objective. To sell unused VW 9-seater and replaced with smaller car (6-9) seats.
Replacement vehicle to be leased and paid for by the sale of the above.

Action. To monitor action taken by Anchor e.g. cost of leased vehicle and how long the sale proceeds will cover hire costs

Objective. To monitor available drivers with qualifications on vehicle lift training and multi-seated vehicles.

Action. Keep in contact with Trevor

Objective. To suggest new places of interest for our residents. Not only shopping but visits to gardens, NT properties, craft centres etc.

Action. Speak to Trevor. Investigate feedback forms.

Objective. Instalment of electric car points.

Action. Keep in contact with Gaye.



f. Grounds and Garden (David)

Aims

Help us keep fit, connect with others, enjoy and be part of nature whilst revelling in the colour, aroma, wildlife and beauty.

Purpose of a Garden

Planned space set aside for the cultivation, display and enjoyment of plants and all forms of nature, i.e. birds and wild animals.

- *Authentication, classification and description of plants
- *Mental health
- *Physical Fitness
- *Relaxation in the glory of our surroundings.

Objectives

- *To make the gardens more sustainable and easier to look after.
- *To save water in the garden
- *Social, physical and mental wellbeing, thereby improving human health.

Priorities

1. The Pond
2. The Sensory Garden
3. The Grass areas at Hawthorn Walk
4. The Entry opposite staff and residence car park
5. The Pathways outside the Kissing Gate
6. Staff/residents car park
7. Golf buggy & trailer
8. Gladiator chemical shelter plus concrete flooring
9. Drawing to show the boundaries of the SANG areas.

8. Annual General Meeting held at 3pm on Monday 9th September 2024.

Matters Arising:

- (a) The installation of EV charging points, which led to a short discussion.
- (b) The provision of a generator to cover the "village" during power cuts.

As both of these projects are being pursued by Gaye, we will await updates in due course.

9. Anchor's Hampshire Lakes Annual Review Meeting held on Friday 20th September 2024

Matters Arising:

None



10. Selection of Third Member to meet Gaye for this month's meeting

Janet was selected for this month's meeting, which will hopefully be scheduled for Friday 18.10.24.

11. Any Other Business

David asked that any unwanted plants be left by Mike's shed. He also requested that care be taken of the hosepipe equipment.

Keith informed the committee that the **HLVDS** held their AGM on Thursday as required by the Hampshire County Council co-ordinator, the current 3 officers (+Wendy) agreeing to continue in post for another 12 months.

Carolyn stated that she was worried that we currently have 16 empty apartments and wondered whether there was any way we could prompt Anchor's re-sales team to expedite this matter. Roger agreed to take this request forward to management.

Action: Speak to Gaye

Janet gave apologies for her absence at the November meeting.

The meeting closed at **11.43**.am, when Jenny invited non committee members to raise any concerns.

At this point **Norma** wanted to know why David had positioned a spade across the committee table, to which David explained that it was from World War One and had been used to dig the gun carriages out of the mud in France and Flanders. He had cleaned, varnished and chromed it as memento of that tragic time and had thought it was a good way of signalling his new committee responsibility relating to our grounds and gardens.

Adrian then reported on his recent meeting with our local councillors re possible plans in respect of our adjacent land concerning the building of a hotel and spa on the "Sandhurst Road" side of the plot.

12. Date of Next Meeting:

Saturday 2nd November 2024 at 10.30.am in either the Library or the Bistro.