



Minutes – Committee Meeting

Saturday 7th December 2024

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

There were **17** Members attending as observers, the details of whom are attached to these minutes.

The Chair welcomed those present.

1. Apologies for Absence

None

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

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

3. Matters Arising

None

4. Reports on contact with local management

a. Meeting with Gaye on 14.11.24 (Roger)

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

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

Action: Speak to Gaye regarding the poor re-decoration after the fire prevention work & an update re Reception Re-design.

5. Treasurer's Report (Sam)

a. General

Last month we made the grant of £500 to Hampshire Lakes Entertainment, authorised at the November Committee meeting. After receipt of subscriptions that leaves us with assets of £3233.18.



b. Replacement Authorised Signatories for HLRA's NatWest Bank Account

We are still waiting for the identity checks to be made, during which Jenny and Roger will be asked to show passports and/or utility bills.

6. Membership Secretary's Report (Carolyn)

There will soon be two new residents in the village, both called Ronnie.

7. Working Parties and Action Plans:

a. Reception Area (Jenny)

There has been no further progress on this subject, but Joan will be supplying Gaye with a copy of a previous design produced a few years ago.

Action: Joan to supply Gaye with a previous design.

b. Finance

(i) Communal Utilities (Francis)

We have submitted our conclusions from the meetings held with Anchor:

1 That Anchor should continue the efforts to complete the installation of Meters covering ALL utility supplies to Willow Gardens, the Kitchen and the Laundry.

No great expectations that this will be done in a reasonable timescale!

2 That Willow Gardens, the Kitchen and Laundry should contribute to Communal Utilities as they benefit from some of the costs incurred

3 That heat supplied to the Wellness Centre should be metered to allow improved management control of costs.

4 That a review of the efficiency of the village heating systems should be carried out before the rates charged to Residents and others are set in March 2025.

(ii) Wellness Centre Income (Joan)

Following a recent meeting of the working group (Joan, Francis, Emrys and Jo) a further letter (which has been copied to the committee) has been sent to Anchor management asking:

“On what basis does Anchor consider it can utilise income from service charge assets for purposes other than the service charge itself?”

“ What are the reasons for the percentage apportionments made by Anchor”

We stressed our entitlement to know the answers to these queries.

If we fail to get a satisfactory reply, we shall initially consider going to the Property Ombudsman.



We are very grateful to Emrys who has contributed valuable legal advice on this issue.

c. Wellness (Keith)

There is not a lot to report from the Wellness Centre. The trial of up to 5 afternoon-only Non-Resident members has not really started, as there were a few people who cancelled their membership and these have been replaced by people on the current waiting list.

On 3rd December the pool was closed for essential maintenance and an annual pool cleanliness inspection.

All users of the Wellness Centre are requested to either hang their coats on the coat rack in the corridor or use one of the lockers in the changing rooms, **please don't leave your clothes in the gym area.**

The fitting of a second handrail by the pool steps is currently under discussion and I will hopefully have more information in due course.

The Christmas and New Year period Opening times are detailed on the HLRA.info website, on Reception TV and in the Wellness Centre.

Action: Keith to follow up progress with the second handrail

d. Bistro and Social Activities (Joan)

Bistro

- The food and Beverage manager went on holiday last week without publishing any menu or arrangements for New Year's Eve. This serious oversight (in spite of previous reminders) was reported to the General Manager who stepped in and worked with the HLE team to produce a menu which has now gone out. Many thanks to Gaye.
Concerns grow about the efficiency of the Bistro management.

Entertainment

- We are all set for the HLRA tea party this afternoon, during which the HLE raffle will be drawn. Thanks again for the generous donation from HLRA enabling this subsidised event.
- Tickets are on sale for Moulin Rouge the musical in London next June.
- We are looking forward to War Horse at Woking next month

e Maintenance (Roger)

The high-level gutters across the village have been cleaned by contractors using their Aqua-vac machine. In future, this work will be undertaken by our maintenance staff using this same type of equipment which is in the process of being purchased.

Balcony repairs in Phase Two should commence next week.



Sadly, our Maintenance Team is a man down since Nigel took a tumble from our gantry while securing the Christmas trees on the roof of Oakleigh Square. Although injured in the fall, his recovery is progressing well and he has received many cards from well-wishers in the village.

f. Transport (Ann)

At the end of last month's committee meeting, doubts were raised about the leasing of a new vehicle, a people carrier.

The residents' numbers using the current minibus fluctuate widely. Sometimes there is full capacity and on other occasions only one or two passengers. There are always one or two residents requiring help with walkers or wheelchairs.

Both our drivers have MIDAS training, which is a requirement for a vehicle with a tailgate and they are both very enthusiastic to travel to new venues suggested by our residents.

We do not know the make of the proposed new people carrier, other than it is a 7-seater- that is 5 full seats and 2 small seats which drop down to create space for luggage/walkers etc. Gaye has suggested that the new vehicle could be used on the occasions when the numbers using the minibus are low, for routine visits (shopping, garden centres etc.). She also suggested medical visits. The committee felt that this was unnecessary, as we already have the **VD Scheme** in place, organised by and run very successfully by Emrys and his volunteer drivers.

An Annual Budget Meeting is not **representative**. Therefore, because there are so many unanswered questions the committee agreed that more information is required, and a delay will be requested before proceeding.

g. Grounds and Garden (David)

The arrival of Jack, the new gardener's assistant has been well received.

The preparation of flower beds for the Winter continues, as will the maintenance of the gardens throughout the Winter in preparation for the Spring.

Work on the pond has started and will continue until it is completed, which we hope will be next Thursday. The aeration system will remain out of order until it can be mended , which we trust will be as soon as possible.

The "swamp "continues to be a nuisance, with garden waste disposed of inappropriately. A contract regarding the disposal of the waste needs signing as soon as possible.

The preparation and servicing of the golf buggy remains at a standstill because the necessary part has still not arrived.

Finally, the shed has been delivered at last!



8. Matters arising from the Hampshire Lakes Annual Budget Meeting held on 3.12.24.

Jenny has written to Gaye stating that she considered the notice of the meeting was too short. Gaye's response was to state that Anchor's policy was to give at least 7 days' notice.

As a result, it was agreed:

- a. to request longer notice next year;
- b. to hold a special HLRA meeting for ALL residents to discuss the matter prior to the formal meeting.

Joan warned that we could have a large increase for the year commencing April 2026, should there not be a large underspend as helped to soften the increase from April 2025. This could therefore result in a 2026 figure of around £900 a month

It was generally considered that Gaye had conducted the meeting extremely well.

9. Discussion concerning the provision of a new vehicle (opened to all members present)

Committee:

No paperwork to back up the £7000 a year lease cost, when possibly this could cover two years.

Who will drive both vehicles? Reception fully committed.

How will a new system work?

The current regular journeys are not advertised sufficiently.

Journeys need to be expanded beyond the usual venues. Trevor is keen to expand to new locations.

Why do we need TWO vehicles? Why not just one with a lift for wheelchairs, etc.

There are 12-seater vehicles that can be driven by a standard driving licence holder.

Could there be an opportunity for a long-time contract with a limited mileage.

There needs to be a business plan completed after research and expert advice.

We need to be convinced as to how its use will be managed.

Other Members:

We only need one vehicle

As boxer vehicles can have two types of rear suspension (one hard for goods and the other soft for passengers), we would need to ensure that the latter was in the specification.

The current vehicle has a mileage of just under 25,000 over 8 years of usage.

It was stressed that the current vehicles, provided at the commencement of the village, cost us very little, but the cost of a replacement large vehicle could be huge.

Note that the Care Home makes a significant contribution towards the costs, but rarely makes use of the transport.

Action: It was decided by the Committee: (i) that Ann and Jenny will arrange for a proper scrutiny of the proposals and that Joan will seek professional advice, and (ii) that Gaye will be advised accordingly.

Hampshire Lakes Residents' Association



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

Janet volunteered to be the third member for this month's meeting. Roger will liaise with Gaye to achieve a mutually convenient date before 18th December.

Action: Roger to speak to Gaye.

11. Any Other Business

Janet raised concern over the outer wooden fencing of phase One, which was beginning to deteriorate and would need replacing in the not-too-distant future.

Action: Speak to Gaye

The meeting closed at 11.20.am, when Jenny invited non committee members to raise any concerns.

Future Venue for our Monthly Meetings.

It was agreed unanimously that today's trial in the Bistro had indicated that the Library was a far more suitable venue and that, should this in future this be filled to capacity, those arriving late would not be admitted in the interests of health and safety

Action: Future Monthly Meetings to be held in Library

12. Date of Next Meeting:

Saturday 11th January 2025 at 10.30.am in the Library, **noting that this will be the second Saturday in the month NOT the first, as usual.**