

Appendix A to Committee Meeting Minutes of 1.2.25.

Item 4(a)

Meeting with Gaye on 17.1.25

Present: Gaye (GM), Jenny, Joan & Roger (HLRA).

1. Update on the commencement of the URGENT Repair of Phase Two Balconies.

Sadly, the commencement has now been delayed due to Anchor's change of contractors across its whole portfolio of properties with effect from 31.1.25. Although there is also a new computer programme to be mastered, Gaye hopes that this change will not hinder the re-start of this work.

2. Reception & Bistro Re-Design.

Louise, the external interior designer, has now been given the plans of these areas and will be working on suggested designs to share with residents once a couple of ideas are in place.

3. Missing Lamp on wall of Pine Bank between Lime Court and the junction with Ker Walk – Has this apparent oversight been investigated?

Although this lamp could be sited at a similar height to the others, its position would interfere with the CCTV camera. However, if deemed essential, this could be sited lower without too much effort as power is readily available at this point. Gaye will leave us to consider what action, if any, we would wish the team to take.

4. Update on the Committee's view of the "Village Transport" project following our January meeting, which will be further discussed with you by Ann.

Gaye had already met with Ann and ideas are being explored.

5. Update on the response to Joan's letter re the Wellness Centre Income.

Gaye will be meeting with Anchor's legal team at 3.pm next Monday (20th), from which a response will be made.

6. The Bistro – May we have an explanation regarding the poorness of the Xmas Dinner?

Joan stressed that she did not wish for us to go down the path of an official complaint, but to have a meaningful discussion as to what may have gone wrong and how it could be rectified. She wanted us to look at this subject in a positive way, by (a) how to stop such a situation happening again and (b) how we might regain the trust of the village.

Gaye confirmed that there were only 12 residents who dined within the bistro restaurant, the remaining 36 would have received their meals in the care home. She agreed that it was the most important meal of the year, and that part of the main meal was below standard. However, she noted that a number of those present did not leave much waste food on their plates, other than there being too much to eat. She did acknowledge that the roast potatoes were poorly prepared and the carrots not to everyone's likings,

being that some like very soft, others like 'al dente'. When challenged on the absence of the Head Chef, Gaye clarified that this was a normal arrangement whereby the head chef and sous chef led the staff on alternate years. She explained that the table arrangement was to make a social environment away from the kitchen using the two round tables within the bar area, due to such a small number attending. She accepted that residents were unable to sit in their usual place, which may have added to the discomfort of some.

Despite only receiving 3 complaints (2 by letter and 1 verbally) and an informal chat with one other, she immediately gave a 50% refund gesture to ALL those present. To take this matter forward, Gaye will hold a meeting on her own with just those affected to iron out the actual basis of the complaints. However, she stated that she would not increase the amount offered and already paid. The meal was provided in its entirety, and, other than the points made re main meal, there was only one comment re soup, due to restricted dietary needs, and no comment with regards to the dessert. We then discussed how we could deal with the expected impact on the number attending for the 2025 Xmas Lunch and agreed that this would probably be considered as "work in progress". With this in mind, it was decided that Gaye would convene a "**Restaurant Forum**" consisting of a **small number of village residents** to discuss and formulate ideas for the future. Also, a way of future marketing may be to invite Wellness Members to participate in our New Year's Evening Meal once residents' numbers had been finalised.

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- 7. The Bistro** – Could consideration be given to a career information display in respect of the Catering Team, similar to that displayed in the Wellness Centre in respect of their staff?
Gaye would prefer not to take this action but wished us to note that she was currently undertaking a review of the staff information posted on the wall by Reception.
- 8. Gardens** – What is the current situation concerning the Communal Garden at the rear of Oakleigh Square?
Jack, the assistant gardener, will be given the task of clearing this area in preparation for an improved layout.
- 9. Grounds** – Can action be taken to improve the pathway adjacent to the "raised beds" near Cherry Bank?
This area is already "on the list" to improve the situation by re-surfacing this area with a substantive path to match the rest of the village.
- 10. Sales** – The committee would welcome your promised seminar on the legal position re the future sales of their properties by themselves, relatives, or executors during probate, etc.
Gaye will plan this talk, which will not include "sales", but will be about financial awareness, wills, etc. She will, however, seek to find an

organisation which can talk about sales and probate, etc for the benefit of ALL residents.

11. What is your procedure to welcome new residents and your input to the sales procedure re prospective purchasers.

New residents are met by either Gaye or Nasar and given a package of information about the village, including a copy of Lakes News and the Website's details will now be included too. If prospective purchasers are seen in the village with Sandra (the sales team leader), Gaye will introduce herself and seek to respond to any of their queries.

12. Assistance to Sales Team - Following previously mentioned concerns over the slow movement of sales within the village, the committee would like to offer the assistance of a team who would be willing to supply a resident to meet prospective purchasers on site with the sales team to ensure that they are fully informed of the many pluses of living here and that they are introduced to our HLRA website along with key members of staff and other residents.

Gaye will discuss our offer with Sandra (the sales team leader) and will seek to arrange a meeting with Carolyn and Roger.

13. Gaye meeting the Committee

Gaye said how much she welcomed our monthly meetings and, since October, meeting other members alongside Jenny and Roger. However, she would also welcome the opportunity of **meeting all the committee members**, perhaps at twice yearly business meetings without the presence of other residents.

Jenny stated that she felt that this would be possible and that we would examine the feasibility within our annual programme, making the necessary arrangements once this had been agreed.