



## **Minutes – Committee Meeting**

**Saturday 11<sup>th</sup> January 2025**

**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 **22** 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 7<sup>th</sup> December 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 12.12.24 (Roger)**

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

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

**Action: Continue to monitor progress re the condition of the boundary fencing and seek reports from residents of serious interference to Sky broadcasts**

### **5. Treasurer's Report (Sam)**

#### **a. General**

Nothing to report.

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

The identity check for Jenny has been made, but that for Roger still awaits. Sam will telephone NatWest to chase this up.



## 6. Membership Secretary's Report (Carolyn)

### a. General

We have a new member in Ronnie Perera

### b. Expansion of Role

I am working out a new routine for the role of Membership Secretary with regard to helping new residents to settle in when they have moved into Hampshire Lakes. This would include helping them understand all the paperwork, which they receive in the first week or so, taking them on a mini tour around Hampshire Lakes and explaining how Bistro events work. I would also try to help them to join any clubs like Bridge, Canasta, Scrabble, etc. and perhaps arrange for a small article about themselves to go in Lakes News. Further suggestions would be welcomed.

The committee enquired as to whether Gaye visits all new residents.

**Action: Speak to Gaye re her procedure to welcome new residents**

## 7. Working Parties and Action Plans:

### a. Reception & Bistro Areas (Jenny)

Joan has supplied Gaye with a copy of a previous design produced for the committee a few years ago. Gaye had welcomed this but was concerned that the cost may be prohibitive as it involved structural changes. In the meantime, we await the drawings from Louise which should be available soon for our consideration. Gaye is insistent that they will need to be available for ALL residents who will be asked to comment, a procedure that is welcomed by the committee.

**Action: Gaye to be asked for an update.**

### b. Finance

#### (i) Communal Utilities (Francis)

We await the response from Anchor to our request that a review of the efficiency of the village heating systems be carried out before the rates charged to Residents and others are set in March 2025.

#### (ii) Wellness Centre Income (Joan)

Nothing to report other than our latest letter to Anchor has been acknowledged but not responded to. Gaye has apologised for this delay and informed us that it is now with Anchor's solicitors.

**Action: Speak to Gaye to request that this response is expedited**

### c. Wellness (Keith)

The Wellness Centre is back in full swing after the reduced opening times over the Christmas period. This week's classes were well supported. Carpet Bowls is also well attended with ten

# Hampshire Lakes Residents' Association



players on Monday. Water Volleyball on Wednesday was also well supported with nine players. Additional players are always welcome.

Update on the jacuzzi: Anchor has approved the repair funding, and we are waiting for the engineer to book an appointment to undertake the repair. Also, in the Pool, the left-hand handrail has been measured up and is being manufactured, we hope to hear soon when it will be installed.

## d. Bistro and Social Activities (Joan)

### Bistro

- There were many complaints from residents that the Christmas lunch was very poor indeed. People felt disappointed and let down. The turkey was dry and tough, the fish was overcooked and tasteless. Vegetables were undercooked and the whole main course was a disaster. 2 days later a £40 refund was offered to most participants (the original cost was £79.95. Neither Mike nor Paula was present. Joan wrote to Gaye asking for a full refund, what went wrong and why the head chef was not cooking, but did not get a satisfactory reply. A second letter has been ignored. This matter is under discussion. Queries were raised as to what had gone wrong with a main meal to be provided for such a small number (believed to be in the region of 13 residents, although this number may have swelled to 60/70 if the assisted living and care home residents were added). There were also concerns as to what will happen next Christmas, as this could mean that no residents would wish to attend! While consideration could be given to making a formal complaint about the “event”, it was at this stage considered more appropriate that Joan attend the regular monthly meeting with Gaye, Jenny and Roger to enable our concerns to be aired verbally.

**Action: Speak to Gaye to seek an explanation regarding this sad event and to request that career information concerning the principal members of the Bistro’s catering team be displayed as it is in the Wellness Centre.**

### Entertainment

- New Year’s Eve was a great success with good food. However, this event made a substantial loss.
- An evening with a foursome saxophone group called “4 in a bar” has been arranged for Wednesday 5<sup>th</sup> February.
- On Tuesday 8<sup>th</sup> April Margaret Watson Harpist will entertain at afternoon tea following her cancelled Christmas visit
- On Tuesday 15<sup>th</sup> July a boat trip with afternoon tea has been booked from Runnymede to Windsor
- Chicago the musical is booked for Wednesday 30<sup>th</sup> July



Jenny, on behalf of the committee, thanked Joan for the efforts of her team in providing such an interesting programme of events.

**e Maintenance (Roger)**

Nothing further to report this month other than the sad delay regarding the “urgent” repairs to the balconies in Phase Two, which had been promised to commence prior to Christmas! The latest on Nigel is that he could be returning to work within the next two weeks, subject to his recovery continuing to make good progress.

**f. Transport (Ann)**

I have nothing new to report. The minibus has still not been sold and we still require clarification on the leasing of a new people carrier. It was felt that more use could be made of our existing transport. We need to know if our residents would like to visit different venues in the summer months as well as shopping and garden centres. How we progress this will be discussed with Gaye to achieve the involvement of all residents in the final decisions.

**Action: Anne will continue her discussions with Gaye**

**g. Grounds and Garden (David)**

As the winter begins to take hold, the grass cutting will continue to be monitored by the head gardener as it is quite apparent that the ground is too wet to be cut. The team has made good the ground by the boundary fence ready for planting. The “swamp” holding the garden waste will continue to be a problem as this really is work that needs to be undertaken by machinery.

The garden buggy still has not been sorted as, in the absence of Nigel, the maintenance team are too busy to fit this into their busy schedule.

The pond is now looking a picture with the removal of the debris, which is now a pile in the visitors’ car park and will be shifted in due course.

Water lilies have been purchased. The design of the banks with regard to planting will be kept on hold until a decision has been made with regards to costs.

There is a problem with one of the aerators (near the locked gate) which will require attention.

David’s offer for him and his grandsons to begin tidying the communal garden at the rear of Oakleigh Square has not to date been accepted.

There is still a problem with the condition of the path by the raised beds (near Cherry Bank) which needs attention and the provision of standard surfacing.

**Action: Speak to Gaye re action concerning the communal garden & the path by the raised beds.**

**8. Selection of Third Member to meet Gaye for this month’s meeting**

Joan requested to be the third member for this month’s meeting so that she could pursue the matters raised under item 7d. Roger will liaise with Gaye to achieve a mutually convenient date.



**Action: Roger to speak to Gaye.**

## 9. Any Other Business

Roger informed the meeting that there was still much concern among residents as to the lack of movement by the sales department in respect of the empty properties around the village. It was certainly not in our interest to have empty apartments should we, our families or executors, try to sell our properties.

He proposed that we offer our help to the Sales Team by providing at least one 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 website along with key members of staff and other residents. Carolyn is prepared to form a team to manage this task should we be allowed to give this assistance. This proposal was accepted by the committee.

**Action: Speak to Gaye regarding (1) the way forward concerning this offer and (2) the proposed seminar to all residents concerning the legal position regarding property sales during probate, etc.**

The meeting closed at 11.35.am, when Jenny invited non committee members to raise any concerns.

Jo queried whether we could request a lowering of the age limit from 65 to 60 in order to attract a wider range of potential purchasers and balance the increasing age of our current residents.

June (of 60 Oakleigh Square) said that, while she was prepared to cultivate her small garden, she would be unable to undertake the mammoth challenge of tackling the remainder!

The meeting closed at 11.40.am

## 10. Date of Next Meeting:

Saturday 1<sup>st</sup> February 2025 at 10.30.am in the Library.