

Appendix A to Committee Meeting Minutes of 1.3.25.

Item 4(a)

Meeting with Gaye on 13.2.25.

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

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

Gaye has taken photographs of all the relevant balconies and she, with Emma, her manager, will be meeting senior Anchor staff next week to petition for our worst affected properties to be given priority within the new contract.

2. Reception & Bistro Re-Design – Progress update.

Gaye is chasing progress regarding the external designer's drafts.

3. Missing Lamp on wall of Pine Bank between Lime Court and the junction with Ker Walk – Roger is happy to discuss further with Trevor, should he be able to spare the time PLUS have the repairs to the smaller lamps been placed in budget?

Trevor will discuss further with Roger in due course.

The damaged lampposts are those in the visitors and staff car parks, the repairs/replacements of which will be financed from within our normal Repairs Budget.

4. Anchor Advantage Card – Can we be sure that all residents now understand the rules around the use of these cards?

This has been addressed in the **GM's Resident Communications of 13.2.25.**

5. Update on the response to our letter to Anchor re the Communal Utilities

This has been referred to Anchor's legal department along with the Wellness Income documents.

6. Mapping/Locations of Apartment Blocks. (1) Has the Ambulance Service been contacted re updating their CAD system to include details of the locations of "Beech" and "Birch"? & (2) What has happened to the Map Pads for the Reception prepared towards the end of Debbie's period in office?

(1) When an ambulance is dispatched to a location, the postcode on their CAD system should give any additional details to assist them to find the relevant address. Gaye emphasised that if an ambulance is called by a resident or friend, etc, Reception should always be informed at the same time in order to facilitate its progress within the village.

(2) The original maps created by Debbie were never issued, but maps are available at Reception for the assistance of visitors.

- 7. The Bistro** – Update on your offer to hold a general meeting to discuss the performance of the Bistro, which lurches from “excellent” to “poor”. We also wish to express our concern about the irregular opening times of the Bistro on Saturday evenings.
This will be dealt with at the informal get together on Monday 24th February
- 8. Freeview TV** Concern has been expressed over the problems of accessing a good “Freeview” service using some of the sockets in phase two apartments. Trevor has requested Leon, our contracted engineer, to attend the village to investigate the problem.
- 9. Gardens** – Has there been any progress in re-organising the compost dump This has been addressed in the **GM’s Resident Communications of 13.2.25.**
- 10. Sales** – The committee welcomes your promised seminars (1) on wills, powers of attorney, etc and (2) on the legal position re the future sales of their properties by themselves, relatives, or executors during probate, etc, **but would very much like this one to be conducted by a relevant Anchor employee.**
Gaye will make the arrangements in relation to (1) but is unsure as to whether there would be anyone within Anchor to address (2) as a large amount of conveyancing, etc, is now outsourced. She stressed, however, that, when a property sale is delayed through probate, Anchor’s only official role is to ensure that the Service Charge is paid. However, it should be noted that whilst probate is awaited, a property may be advertised and sold and/or rented out.
- 11. Assistance to Sales Team** – Has there been any response to our offer, as residents, to assist the re-sales office?
Gaye will liaise with Carolyn on this issue.
- 12. Attendance of GM at a future HLRA Committee Business Meeting.** This was agreed at our February meeting and will probably take place in March, subject to availability of main participants.
Gaye stressed that she would like such meetings to be an expanded version of her monthly meetings with our chair, vice-chair and secretary, which would give her the **opportunity to meet all the committee.** It was noted that this may now be delayed until April.