

Hampshire Lakes Residents' Association



Minutes – Committee Meeting

Saturday 1ST February 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 **20** 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 11th January 2025

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

3. Matters Arising

None

4. Anchor Advantage Card

Prior to the meeting, at our request, Gaye had supplied us with the rules concerning the Anchor Advantage Card as follows:

The Anchor card function permits residents to use the card to pay for purchases offered within certain areas of the village. **The key points:**

1. Card is offered to each resident on arrival in the village, has a photo ID and resident name.
2. Loading funds onto the card can be via a debit or credit card only at reception, Bistro or Shop.
3. Needs to be pre-loaded before use and needs to be kept in credit, as no funds will result in no payment.
4. Able to be used in Bistro, Shop, Reception or Wellness for a number of products including shopping, food, guest pool ticket, stamps or guestroom.
5. Permits a 10% discount on all homemade produce from Bistro or Shop and Bar drinks.
6. Discount is only applicable if the product being bought via the Anchor card. If a meal is being paid by a different method, i.e. credit card, the discount does not apply.

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7. Card can only be used with the resident present.
8. There is no charge for the card. If card is lost and needs replacing, there is a small charge of £5, arranged via Reception.
9. Balance on card can be requested from any one of the service till locations.
10. When using the card, a receipt of purchase should be given for resident reference.

The discussion on this subject was opened to all members present, with the general consensus that there was much confusion over when and where the card could be used to benefit the holder, particularly in connection with the Wellness payments for residents' guests, with no one aware that any discount was applied to that particular charge. The meals at which Anchor Discount was applied in the Bistro was a particular subject that urgently requires clarification! However, it was noted that there was one huge advantage in having this card, as residents did not need to carry any other cards whilst taking part in activities around the village.

Action: Seek further clarification from Gaye.

5. Reports on contact with local management

a. Meeting with Gaye on 17.1.25 (Roger)

Roger presented the report from this meeting, which dealt with outstanding matters raised at the January committee meeting. In relation to the "financial" talks, it was requested that relevant Anchor staff be requested to present the one relating to the sale of residents' properties.

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

Action: Speak to Gaye re the presenters of the "sale of property" talks.

b. Request by Gaye to attend a future business meeting of the committee (Jenny)

Following discussion, it was agreed that Gaye could be invited to a weekday business meeting, with only committee members present, and that the main subject would be the committee members' working parties, covering both successes and difficulties over the past six months.

Action: Roger to inform Gaye and arrange a suitable date and time.

6. Treasurer's Report (Sam)

a. General

There has been no activity on the account since the last report, other than a subscription that brought our balance up to £3248.18. In addition, we still also hold £377.14 for the Bridge club.

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

It has been confirmed by NatWest that the signatories are now correct (i.e. Sam, Jenny and Roger). A separate application will be needed if Jenny and/or Roger also want online banking access.



7. Membership Secretary's Report (Carolyn)

a. General

Carolyn reported that we have a new resident, Ann White, who has moved into No 54 Oakleigh Square, one of the penthouse apartments, in the past week.

b. Expansion of Role

Carolyn has set up a chart to use as her check list as she introduces various aspects of living here at Hampshire Lakes to new residents to help them settle in quickly and smoothly. Anyone at the meeting can look at her list and if they have any suggestions then they can be considered and added to it.

Action: Residents to share their ideas with Carolyn

8. Working Parties and Action Plans:

a. Reception & Bistro Areas (Jenny)

There has been no progress to date, other than that reported at Item 5(a). However, it is pleasing to note that Anchor are accepting that changes need to be made to both locations.

Action: Gaye to be asked for an update.

b. Finance

(i) Communal Utilities (Francis)

Nothing to report as we still await the response to our last letter.

Action: Request Gaye to expedite this response

(ii) Wellness Centre Income (Joan)

Gaye informed the working group that the Anchor Legal team had decided to seek advice from counsel before replying to our questions. Emrys felt that this was an opportunity to share with Anchor and counsel, the basis of our challenge about the use of the Wellness Income. Following discussion, Emrys prepared a detailed document stating our case (**see below***) and this was given to Gaye who sent it to the Legal team. Gaye expressed her thanks for this gesture which we hope will benefit both sides. HLRA offers thanks to Emrys for his contribution to this challenge.

We await the response from Anchor.

***Emrys' Document:**

Additional Information re-Service Charge Assets Income

The residents consider that income received from service charge assets should be applied to those assets and set off against the service charge payable and that the landlord is not entitled to retain this income from service charge assets. Their views are based on the below:

Service charge guides

Probably the principal guidance on service charge management and application are the RICS Guides, Service Charges in Residential Property (SCRIP) and Service Charges in Commercial Property (SCCP).

Lease provisions override guidance

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These guides make it clear, however, that the lease is always supreme and overrides any such guidance and indeed there is no reason why a lease cannot provide that service charge income should accrue to the landlord.

Position in the event of no service charge income lease provision.

If the lease does not so provide however then the landlord has no legal right to it and it must go to the benefit of the service charge payers.

This is the advice and guidance in both the SCRP and SCCP.

Application of SCRP and SCCP Guides to Hampshire Lakes.

The SCRP guidance in the Special Note at the front of the guidance states that whilst the code does not apply where the landlord is a non-profit registered provider of social housing it does apply where the managing agent manages private-sector property which is the case at Hampshire Lakes.

The SCRP at paragraph 3.6 states that all sources of income other than the service charge income itself should only be retained in return for a service of value. At Hampshire Lakes there is no such specific service of value for income received by service charge assets such as the Wellness Centre and accordingly such income should go to the benefit of the service charge payers.

Turning now to the SCCP since Hampshire Lakes is a mix of a very small care home and a large estate of private residential properties it can be categorised as a commercial property (or perhaps as a hybrid between a residential and commercial property) and as such there is no reason why the SCCP guidance cannot be considered in relation to non-core income i.e. income from service charge assets.

Under section 2 Mandatory Requirements and paragraph 2 of the SCCP it states clearly that owners and managers must seek to recover no more than 100% of the proper and actual cost of the provision of supply of a service. At Hampshire Lakes Wellness Centre the owners of the private properties meet the total costs of the Centre in the Service Charge ;the landlord retains the major part of the income from the Centre and so makes a profit.

However, paragraph 4,11.3 of the SCCP states clearly that whilst the landlord is entitled to receive non-core income from a service charge asset, if the service charge has provided either the initial capital or ongoing services for the income stream, the income is to be used as a credit against the service charge costs and this is the case at Hampshire Lakes and all the income from the Wellness Centre should be credited against the service charge and not retained even in part by the landlord.

Action: Letter to be sent to Emrys from Committee expressing our thanks for his tremendous effort in this matter.

c. Wellness (Keith)

Jacuzzi

The engineer came and repaired the jacuzzi, but did not repair the button to make it work. His return is awaited.

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Cezar Some of you will know that Cezar will be leaving the Wellness team at the end of March, so Annemarie has advertised the weekend instructor vacancy. Hopefully we can find a suitable replacement, if not, we have a Plan B ready if necessary, as the Wellness Centre will remain open on Sundays.

Pool League

Hopefully everyone knows that a Pool League has started, currently there are 13 people on the League Table, and several games have already been played. All the information is available on the village website, just click the link '**Pool League**' to see what it is all about. Although currently there are only gentlemen on the list, I have been approached by a number of ladies who have expressed a wish to start a **Ladies League**, as a result of which a training session has been arranged for Thursday 6 February at 4.15pm. If anyone (lady or gentleman) would like to take part, please contact me. We can teach you how to play as it is not difficult. It is a great way to enjoy the lovely community spirit we have here at Hampshire Lakes.

Jigsaw Puzzles

Finally, there are hundreds of Jigsaw Puzzles in the Activities room cupboard, the key to which is held by Reception. Sam has started a puzzle, and everyone is more than welcome to call into the Activities room at any time to help him to complete the current puzzle.

The Committee expresses a huge thank you to both Annemarie and Keith.

d. Bistro and Social Activities (Joan)

Bistro

Christmas Lunch

Joan attended the monthly meeting with Gaye and discovered that Gaye had only received 2 written and 1 verbal complaint about the Christmas lunch. Gaye conceded that the roast potatoes were poor but felt that the lunch overall was satisfactory. A refund of 50% was however, given to all diners and Gaye offered to meet with residents who were dissatisfied to discuss their views further. She also offered to set up a Restaurant Forum so that residents could offer and share ideas for the future.

Burn's night

Gaye received several complaints about the food and the lack of ceremony at the Burns supper. Following discussion, it was explained that the usual addressing of the haggis was never intended, and it was always going to be a simple supper and not an event as such.

One diner sent the soup back and was refunded but, in general, concerns about the food were not accepted.

Gaye did offer to look at the timing between courses which some residents felt was too short.

Gaye also would, in future, ensure that details of event evenings were made clear.



Action: Speak to Gaye re her offer to call a general meeting to discuss the performance of the Bistro which regularly lurches from “excellent” to “poor” and to express our concern about the irregular opening times of the bistro on Saturday evenings.

Entertainment

War Horse was greatly enjoyed by everyone who went to see this amazing play.

We are looking forward to an evening of Saxophone swing music next Wednesday 5TH February. HLE are planning to celebrate St David’s Day on 1st March with a dinner and entertainment by the Thames Valley Chorus.

e Maintenance (Roger)

Nothing further to report this month, other than the further delay regarding the “urgent” repairs to the balconies in Phase Two, now the victim of the change of contractors! It was great to welcome Nigel back to work.

Concern was expressed over the problems with accessing a good “Freeview” service using some of the sockets in phase two apartments.

Action: Speak to Gaye re “Freeview” problems.

Problems were still occurring when Ambulances arrive in the village looking for “Beech”, despite adequate signage. We need to ascertain whether the Ambulance Service has been contacted re updating their “computer aided despatch” system to include a note of the locations of “Beech and “Birch”. Additionally, a query was raised over the whereabouts of the tear-off map pads created during Debbie’s time as GM

Action: Check with Gaye as to whether the Ambulance Service has been contacted and the whereabouts of the map pads.

f. Transport (Ann)

There is nothing new to report. The minibus has still not been sold, and we still require clarification on the leasing of the 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. A trip to Woking was raised as a possibility.

Action: Anne to continue her discussions with Gaye with a view to holding a meeting of “frequent users” of our “village bus service” and to push for better publicity of the trips.



g. Grounds and Garden (David)

As we start the New Year (2025), it's been a period for the trimming of hedges and bushes, as well as the cleaning out of the vegetation along the Blackwater River.

The Pond

The pond has settled down after its major clean out. We are now able to design and plan this wonderful feature. Part of the irrigation system requires attention.

Private Residents

For private residents who continue to look after their own garden plots should you wish to replace some of your plants, we have a hospital corner where you can take your unwanted plants until The Gardener can find a place for them elsewhere in the village.

A Plea

The buggy and trailer require appropriate attention. I have been pushing for this for quite a while! Michael should not be pushing a wheelbarrow!

Other Problems

At some stage we need to remove the rubbish from the visitors' car park.

Wooden fencing surrounding the village boundaries requires the attention of the Maintenance Team.

The swamp continues to be a problem.

Vehicles are causing wheel damage when they drive on the grass.

Please Note

All matters appertaining to garden work to be entered in the black folder held at Reception.

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

David requested to be the third member for this month's meeting. Roger will liaise with Gaye to achieve a mutually convenient date.

Action: Roger to speak to Gaye.

10. Any Other Business

David queried the number of keys he should have been given for his apartment. He was advised on this matter, with the suggestion that he could purchase additional keys from the locksmith at the Longacres Garden Centre at Bagshot.

Keith spoke about the projected re-launch of the Reveille/Speedbirds Group, possibly being re-named as the Join-In Discussion Group.

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

Adrian informed the Committee about Anchor's Residents Groups and their advantages concerning the receipt of information, magazines, etc. as he felt that such membership would benefit all residents were they to sign up for some of the panels.

Action: Possible short article in Lakes News.

The meeting closed at 12.07.am

11. Date of Next Meeting: Saturday 1st March 2025 at 10.30.am in the Library, when, in Jenny's absence, Roger will take the Chair assisted by Joan as Acting Secretary.