

Appendix A to Committee Meeting Minutes of 3.5.25.

Item 4(a)

Meeting with Gaye on 15.4.25.

Present: Gaye (GM), Roger & Ann (HLRA), with apologies from Jenny who was unwell.

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

Following last month's report, it has now been agreed with Emma (Gaye's line manager) that this action will proceed as soon as the contractor can be arranged (reference to last month's note – Managers Fund is Sinking Fund). Ray, our surveyor, is currently in discussion with CARDO, our new contractor, with a view to them sub-contracting out this work to Baker Newman, our previous contractor, in order to expedite its completion. Gaye has suggested that the soffits' deterioration may be a health and safety issue, if works are not carried out this summer.

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

It is hoped that Louise, the outside designer, will report back to Gaye after Easter, with her revised plan. We informed her that the idea of moving the "Library" into the "Activities Room" had not been well received by the committee, to which she responded by saying that the Reception and Bistro were her main priorities at this time. However, she gave Ann and Annet permission to dispose of any unwanted items stored in the "Activities Room".

3. Update on the response to our letters to Anchor re the Communal Utilities and the Wellness Centre Income

The response from Anchor's counsel has now been received at their Legal Dept, where they are interpreting its meaning in relation to our challenge. Gaye hoped that she would have the final document late this week.

4. Freeview/Sky TV Has there been any progress in solving the problems in **accessing good "Freeview" AND "Sky" service** when using some of the sockets in phase two apartments?

Leon, our contracted TV Engineer, has conducted a full health survey and as a result will be re-installing some cables over the next month.

5. The Bistro Food and Beverage Meeting (24.2.25) – We have not yet received a Summary of the Points Raised and Agreed Actions?

Gaye apologised for the delay and informed us that it would be sent to Roger, on behalf of the committee, and a copy has been placed in the Library.

NB. This was received the following day, as promised, and circulated to the Committee.

6. We believe that the **EV project** may have recommenced.

The current situation is that it has only been suspended, with no further action at the present time.

7. There is general concern that the reasons for the **changes to the cleaning services** were not clearly communicated to the affected residents.

Another residents' letter is being prepared to explain the current situation, together with information concerning increased charges.

8. Please can the **gravel beside the raised beds be replaced by a firm pathway** as a matter of urgency.

A job is being raised with our new contractors with a view to having the affected area paved.

9. Is there a programme to repair/replace **the perimeter fencing**?

This will be prepared over a period of time.

10. May a survey be conducted to assess which of **the lowlight lamps (around the village)** need replacement bulbs, damage repaired or sealed off (if no longer required).

This is currently in hand by Trevor.

11. Gaye informed us that **two "Ducks Crossing" signs** have been ordered to be placed near the bridge to make motorists aware of these birds, who regularly cross the road at that point.

12. Gaye now has a copy of the **"Customers' Survey Report"**, which she will share with us in due course. She is happy that there has been a significant improved level of satisfaction from last year.

13. She informed us that **some of the new residents had expressed concern** that they were being asked to pay to become members of the HLRA before they had even thought about it! It was suggested for the future that we invite new residents to attend our meetings as observers, so that they can see what we are doing for them.

14. We discussed how the confusion had arisen over the payment of **HLRA's £500 grant for new plants**. She stressed that no member of staff should be given cash and that all payments must be routed through her, as GM, as Anchor policy.

15. It is hoped that the new **Bistro's Summer Menu** will be launched by May.