

Appendix A to Committee Meeting Minutes of 5.4.25.

Item 4(a)

Meeting with Gaye on 28.3.25.

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

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

It has now been agreed with Emma (Gaye's line manager) that this action will proceed as soon as possible and, as an interim measure, they will use cash from the Manager's Fund (which will be claimed back from Anchor in due course). She will be meeting Ray, our surveyor, next week and he has noted that all the required information is available for the new contractors to commence work as soon as they can fit it into their schedule.

The Phase Two exterior re-decoration is planned for the financial year commencing this April. On this occasion, the communal internal parts of Beech, Lime and Pine will not be completed at the same time but will be tackled during the financial year commencing April 2026.

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

Ideas for the Reception Layout have been sent to Louise for her to produce a revised plan. We discussed the possible options of moving the bookshelves (and books) from what we now call the "Library" into the "Activities" room to replace its plain soulless cupboards and create a larger more comfortable lounge/meeting room in the former "Library". Any such change would be the subject of a wide consultation following written options produced by Gaye.

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

Gaye is chasing Anchor's external counsel for a response.

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?

Gaye will speak to Trevor to query the results of our TV engineer Leon's last visit to deal with this problem.

5. Gardens – What is the current position in re-organising the compost dump?

Prickly bushes have been placed near the entrance to narrow this space and restrict illegal entry to the area. The lowering of the water level in the pond was raised at which Gaye discussed several possible remedies.

6. To clarify our previous discussion, **do you feel able to arrange seminars for our residents** for either or both:

(1) wills, powers of attorney, etc. - **Gaye will request her friend to arrange this action**

and/or

(2) the legal position re the future sales of their properties by themselves, relatives, or executors during probate, etc? – **Gaye will undertake this task herself (probably within the next couple of months).**

7. The Bistro Food and Beverage Meeting (24.2.25) – Please may we have a **Summary** of the **Points Raised** and **Agreed Actions**?

The Summary and Actions should be distributed within the next week. In future, similar meetings will be held at two-monthly intervals.

8. Attendance of GM at a future HLRA Committee Business Meeting. Do you have any particular dates to avoid in April or any preferences to assist us to arrange this meeting?

It was agreed that this **meeting will be held in Cottons at 2.50.pm on Tuesday 15 April**, when all the committee should be available to attend.

9. What is the **progress with EV Charging Points** for Hampshire Lakes?
There is **NO PROGRESS** as this project has now been put on hold, as Anchor's latest emphasis is on dealing with damp and mould!

10. What is the Rationale behind the revised **Cleaning Services Charges**?

Gaye stated that she had discovered that in the past some of these had been incorrectly charged, with the result that she was now reviewing the whole schedule.

11. Opening Times for the Bar in the Bistro for Babble and Speak.

It was requested (and accepted) that the Bar could be open from 5.30.pm to 6.30.pm on the evenings that Babble and Speak was held.