

## Appendix A to Committee Meeting Minutes of 7.6.25.

### Item 4(a)

#### Meeting with Gaye on 6.5.25.

**Present:** Gaye (GM), Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Joan Russam, Ann Chelley, Keith Hall & Janet McCombie plus Francis Walker (Finance Working Group).

#### 1. Apologies for Absence

David Allan.

**2. Jenny outlined the Aim and Objectives of HLRA**, including its Constitution, and stressed that our Values and Vision had been accepted without interference by Anchor in 2017, noting that we have status in law. We had also re-visited the constitution in 2022, when all phase 2 residents understood that ONE Vote per ONE Service Charge is the basis of our legal status. We now have around 90% of the Village as members and are really open, with all members being welcome to attend our committee meetings. At last Saturday's meeting, we had 24 of these members attending, in addition to the 8 committee members.

**3. Jenny explained our use of working parties and introduced each member, asking them to state their area of interest within Hampshire Lakes, including any particular successes or frustrations:**

- a. **Jenny** stated that apart from her responsibilities as the Chair, she was particularly interested in taking forward the long overdue **Re-Design of the Reception and Bistro Areas**. She hoped that we could eventually look forward to areas that were more user-friendly and lead to a better way of life for all residents.
- b. **Francis** stressed that his examination of the **Utilities Finance** had proved to be particularly difficult in view of the many variables involved and the way in which Anchor insisted on presenting the figures. He has prepared a letter with questions concerning these matters, which he has passed to Jenny for onward transmission to Gaye, who promised to study this, but stated that, as it was such a complex matter, she may need assistance from the relevant department.
- c. **Keith** stated that he had been the Wellness rep for 3 years. At the beginning he had found the task very frustrating, as the previous Wellness manager was anti change, did not accept comments particularly regarding the cleanliness of the Centre and thought that she was not particularly supportive of her staff. In fact, she struggled to retain and employ new staff, which meant that opening hours were reduced and the centre was closed on Sundays! Several areas of concern had to be resolved directly with the General Manager. Thankfully when Annemarie arrived there were immediately improvements in all areas, constructive comments were accepted, and he felt part of a great team supporting the requirements of our residents. Over the last couple of years, the residents have started playing Table tennis, Boules, Carpet Bowls, and, more recently, have started Water Volleyball and, in the summer, Croquet. As a Golf Net has just been donated to the village, Gaye agreed to walk around the village with Keith to confirm the location for the net.

- d. **Joan** explained that her main interests were:
  - (i) the **Bistro**, where she tried to promote the ideals of section 2c and 2d of our constitution. She tried always to liaise with the staff to discuss good practice and allay any concerns, which generally worked well. She regretted the limited opening hours of the Bistro but understood the reason. At this point Gaye interjected by saying that as the number of attendees grows so will consideration of additional opening hours. Gaye stated that, whilst the consistency of the food was important, it was the quality that really mattered to residents.
  - (ii) **Social**, which is organised by HLE (Hampshire Lakes Entertainment), set up some 4/5 years ago as a group separate from HLRA. This group arranges outings, such as theatre trips and boating excursions as well as many in-house events. These have been extremely well attended and enjoyed by many residents.
  - (iii) She feels that her successes have been the **creation of HLE** and the eventual installation of the **acoustic equipment in the Bistro**. Her failures may have been the failure to offer more cultural activities
- e. **Roger** explained that although his main role was that of **Secretary**, he had also undertaken the task of monitoring **Maintenance**. He admitted that the former had proved to be more intensive than he had anticipated, but nonetheless he found it to be extremely worthwhile in providing a window to the residents of what was really happening within the village, through comprehensive minutes of the main meetings and those with the GM, through written records and the village's own Website (thank you Keith). As regards the **Maintenance** role, this is of course never ending and is particularly frustrating in view of the lengthy time it takes Anchor to action any request, even though it may have been supported at our GM level!
- f. **Ann** stated that her **Transport** role was progressing slowly but steadily. She was initially surprised to discover how little our transport was used and felt that there had to be a better way of tackling this. With the support of Gaye, she is slowly introducing changes, one of which is the introduction of a monthly timetable and an ambition to seek further destinations, such as a trip to "Milestones". She noted the recent problem with the vehicle's tailgate, which Gaye assured the meeting would be fixed the following day by external contractors.
- e. **David**, who was absent, holds the **Grounds and Gardens** role, liaising with Mike over all matters within the exterior grounds of the village.
- f. **Carolyn** explained that as the **Membership Secretary**, she welcomes new residents and collects the annual subscriptions. In view of a recent misunderstanding, she had decided to modify her procedures in relation to new residents by undertaking the "welcoming" first and "subs collection" second.
- g. **Sam**, as **Treasurer**, guards the association's funds, in addition to those of the Bridge Club. Jenny and Roger were additional signatories to the association's accounts.
- h. **Janet** helps out with general matters and supports the other members in their various roles.

4. During the course of the above presentations the following matters were addressed with Gaye:

- a. **Reception & Bistro Re-Design** – Progress update.  
 Louise, the in-house designer, will be attending HL this Friday with her latest design for the Reception. Questions were raised as to why she would only have one design and why the Bistro was not being addressed at the same time, as it was generally felt that we needed "to get on with it". Gaye said that she would request her to tackle both the Reception AND the Bistro and to provide several designs for both areas. It was agreed that both functionality

and style was required in décor and furnishing, as both areas need to be used for a variety of functions.

- b. Update on the commencement of the **URGENT Repair of Phase Two Balconies/Soffits**. These are now being treated as “urgent repairs” with the main efforts of our surveyor to continue to persuade our new contractor to take on our previous contractor as their sub-contractor, as the latter has already completed the initial investigations and has all the information necessary to start work immediately.
- c. **Freeview/Sky TV** - Has there been any progress in solving the previously reported problems?  
**Leon our contracted TV engineer has attended HL and provided some new cables.** It was also noted that a “Sky” engineer had attended both 2 and 8 Pine Bank earlier in the day and had performed some modifications. It was not known who had requested her presence, but it was suspected that Leon may have called her to assist.
- d. When will the **carpets be cleaned** throughout the corridors in Oakleigh Square?  
Gaye stated that these will be cleaned “in-house” with the purchase of a “deep-clean” machine.
- g. Can the **black refuse bins** be left with their lids open, as these are particularly difficult for most resident to open?  
Gaye will speak to Trevor with a view to requesting the county council to provide replacement lids with integrated smaller hatch doors for all our bins. She also stated that the lids must not be left open for pest control measures.
- h. What is the current position re the **repair of the toilets** in two apartments, as we note that none appear to have access panels?  
Gaye stated that this was an ongoing issue where she is dealing with the individual residents concerned. She noted our concern that there is no service door provided for access to the rear of the WCs and is seeking to validate the allegation that Anchor has acted illegally by not providing such access.
- i. Discuss the traditional procedure of **residents purchasing additional plants and trees**.  
Gaye emphasised that the correct procedure was for any cash to be given to her, as GM. She will hand the cash to Mike, who will make the purchases and give the receipts to her. Once this action has been completed, she will produce a final receipt for the HLRA accounts.
- j. Who will be responsible for cutting back the foliage along our part of the riverbank?  
This will be undertaken by our own Anchor staff, as will also the clearing of our ditches, the cost of which has been included in the budget. To note that the gardeners are currently stripping back the sensory garden and will be obtaining quotes for a pump to take water from our perimeter stream to top up the pond.
- k. Discuss the apparent dismay of “**some**” **new residents** when invited to become members of HLRA.  
It was clarified that it was **only one resident** who had raised this particular issue, which had nothing to do with Carolyn’s approach which had apparently been well received but was in fact related to a query by the Treasurer as to whether a membership fee had be paid.

However, Carolyn, in the light of this apparent confusion, has now made some changes to her system of welcoming new residents. It is also hoped that the evening soiree for new residents, that we will be holding in June, will allay some concerns regarding the purpose and activities of HLRA.

**l.** When will the current staff vacancies be filled?

Gaye stated that they were recruiting for Dawn's replacement, but for the future wanted the Bistro "waiting" staff to be flexible in both their tasks and working times, more "transferable" hours having been allocated for that purpose. They will also be seeking a replacement for Hannah, in Reception, as she will be transferring to an admin role in The Willows Care Home.

**m.** Who has the authority to use the **Sinking Fund** without reference to HLRA?

HLRA does not manage the funds, however for large cost items, residents will be consulted. The GM has authority to spend from the "sinking fund", where the amount involved does not exceed £150 per leasehold property. In the case of higher pp costs, a Section 20 notice would be issued to all residents (e.g. any new expensive enhancement, roofing, lifts, etc, a section 20 notice would be issued). Any spend from the Sinking Fund will be noted within the annual accounts and breakdown of detail provided at the ARM (e.g. the Pond Clearance cost in the region of £12,000). Any ongoing maintenance and other minor costs will be dealt with under the Service Charge.

**5. Any Other Business**

Having been asked by Jenny, as to the difference she, Gaye, had found working with us as to working with the BP Residents Association, she replied that the BP constitution only allowed committee members to serve for 3 years. Although they did not allow other residents to attend their meetings, she had attended every one of these "closed-door" meetings, which were only on a bi-monthly basis. The BPRA then held open meetings on a quarterly basis for all residents to attend.

Jenny responded by saying that the ARCO stated that, in this respect, management should be kept separate from residents.

Gaye stated that she will always remember something important which is lodged in her mind at all times. On her arrival, Jo, our then Vice Chair, had stated that in respect of the Village, **"It's Our Home!"**

She promised that we will all do our best within our own bubble, balance the books and make every effort to keep the service charge down, but understood communication and consultation was essential.