

Appendix A to Committee Meeting Minutes of 5.7.25.

Item 4(a)

Meeting with Gaye on 20.6.25.

Present: Gaye (GM), Jenny, Roger & Keith (HLRA)

1. Re your update in the Resident Communications concerning **Repair of Phase Two Balconies**, which properties will be dealt with ahead of the main Phase 2 Re-Decoration?

There will be a further slight delay as Anchor need another quotation for the work before confirming the relevant contractor. There will be five locations dealt with ahead of the main re-decoration work, as these defective balconies actually involve 12 properties.

2. **Reception Re-Design – Progress update and anticipated date for presentation to the whole village.**

We were shown a “mood board” with miniaturised samples of wallpaper (needs to be fireproof), carpet (blue/grey), new chairs (both high and low back) in blue and orange, tables (two designs), plus options for the large mural to be sited behind the reception desk. Our suggestion to expand this décor and furniture into the garden room was accepted and agreed that Louise would give her views on the amount of furniture suitable for this space. In the meantime, Keith will further research suitable murals with a lakeside view. Once the final “board” is completed, Gaye will hold a meeting for all residents to make their opinions known.

3. May we finalise arrangements for the payment of the **HLRA Grant of £500 to the Gardening Dept for new plants** across the whole village.

Gaye confirmed that the HLRA Treasurer (Sam) should pay the **£500 CASH** to Gaye (as GM). She will then give CASH to Mike, Head Gardener, who will purchase the plants over a period and give the relevant receipts to Gaye. She will then give a receipt for the full amount to HLRA (Sam).

4. As we believe that **both doors of the Hairdressing Salon should be closed** at all times to reduce the noise emissions into the Reception and Library, we will support you in the enforcement of this matter.

As the noise from this room impinges on activities close by (Holy Communion, etc, in the Library, Activities Room and Reception) Gaye thanked us for our support.

5. As we are concerned that our **Gardening Team has received abuse from some residents**, we would ask that they inform you of their details, so that you can remind them of their obligations as members of our village.

Gaye will follow this through with the team once the names of “offenders” are known.

We also asked how “unhappy” residents could express their concern over apparent poor behaviour by staff, Gaye stated that they should raise this with her (as GM).

- 6. Re Manhole Covers and Garden Refuse Tip.** How far have the permanent measures to tackle these been successful?
 In respect of the “covers” in the garden areas, the gardeners will be building up the surrounding areas. Those within pathways will become part of extended gardens, and the others in roadways will be cemented in.
 The garden refuse area is currently working well as most people appear to be pushing debris back with respect.
 We also commented on the attention still required to damaged lamps around the village, as well as broken tiles.
- 7.** May we discuss the procedure for the **layout of the chairs** at “Babble and Speak” meetings and the possibility of having tables for 8 people at Happy Hour.
 With regard to “Babble and Speak”, consideration could be given to moving the screen to the other end of the Bistro to allow more room for the chairs, but Jo will be approached before any decisions are taken on this matter. Gaye stressed that for any such “events” in the Bistro or Library the most satisfactory procedure is to inform Reception in good time so that they can request action by the relevant teams who will arrange the setting up and putting away the furniture.
 Gaye noted the request in relation to Happy Hour” tables and said that they will also experiment with having one central table in addition to some smaller ones.
- 8.** Some concern was expressed that the title of your GM’s “**Hampshire Lakes Village News – Resident Communications**” could cause confusion between it and the residents’ own “**Lakes News**” (now in its 100th edition).
 This has been resolved by future editions of the “Resident Communications” being entitled “**General Manager’s Communications**”.
- 9.** Concern has also been expressed over the issue of our **flood ditches requiring urgent action**.
 Gaye will speak with her staff and will walk the area with Roger.
- 10.** Is there any truth in the assertion that our “Hampshire Lakes” staff were not allowed to participate in our **survey of probable requirements for EV Charging Points?**
 This was confirmed by Anchor that staff were not to be included in a survey distributed by HLRA. The survey was part of an Anchor Scrutiny panel, and the survey was not requested by Anchor.
- 11.** Although delighted that most of the **benches** have re-appeared around the village, we are concerned that the recent hot weather has revealed the need for a sealant coat, as they have become rather “sticky” in the sun.
 Gaye will refer this matter to the Maintenance Team, who will be requested to search for the “Memorial Seat” which is now missing from the Woodland Walk.
- 12. Pine Bank’s entrance electronic opener** (from the Quiet Square) has not been working for nearly two weeks, resulting in residents only being able to use the entrance from the car park. What is the current position and, if not fixed, how soon will Anchor be in breach of their new maintenance repair targets?
 This is now being dealt with by contractors, who have solved the problem in phase one and will be returning to deal with phase two.

13. When will the **Boules Court gravel** be delivered?

This is in hand, to which Keith responded by saying that provided it is delivered to the vicinity of the court, he will undertake to spread it.

14. The dates of **the visit of Bishopstoke Park residents to Hampshire Lakes** will be given to Gaye, once finalised. To which Gaye responded that she would make transport arrangement for our return visit.

15. Gaye confirmed that the **Hampshire Lakes Village Family Day is being arranged for Saturday 19th July** and will be held in the Sensory Garden behind Oakleigh Square. She requested that the HLRA give this as much publicity as possible.