



Minutes – Committee Meeting

Saturday 5th July 2025

Present: Jenny Hydes (Chair), Roger Pearce (Secretary), Sam Dauncey (Treasurer), Carolyn Hill (Membership Secretary), Joan Russam, Ann Chelley, Keith Hall, David Allan & Janet McCombie.

There were **15** Members attending as observers, the details of whom are attached to these minutes.

1. Apologies for Absence

None

2. To approve the minutes of the meeting held on 7th June 2025

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

3. Matters Arising

a. Letters/Requests to Residents under HLRA Heading

In view of the “rebuff” from Anchor regarding our wish to include the views of Hampshire Lakes staff in our survey to ascertain the likely numbers wishing to purchase EVs, Jenny stated that in the future we would only use the HLRA heading when communicating with residents. Adrian, who had conducted this survey on our behalf, stated that he had requested both Gaye and Angie to use the survey questionnaire **without our heading**, which Angie had done when canvassing her Willow Gardens staff.

4. Reports on contact with local management

a. Meeting with Gaye on 20.6.25 (Roger)

Roger presented the report from this meeting which dealt with outstanding matters raised at the June committee meeting.

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



5. Treasurer's Report (Sam)

The only activity to report this month is the new residents' party, which cost the HLRA £99.36. The committee members who attended paid for themselves and their partners. This leaves us with assets of £3265.82 and we also hold £377.14 for the bridge club.

The accounts for the year ending 30 June 2025 are now in the hands of Paul Sudell who kindly agrees to examine them each year.

6. Membership Secretary's Report (Carolyn)

The purchases of two apartments are about to complete: These are 26 Beech Grove and 63 Oakleigh Square.

It was agreed that a way forward may be to allow new residents to settle in and, after a couple of weeks, invite them to meet committee rep(s) and neighbours over a coffee in Cottons to make them feel welcome and to give them information on how the "village" works.

7. Working Parties and Action Plans:

a. Reception & Bistro Areas (Jenny)

In relation to the Reception area, Gaye is keen to show the mood board (see Appendix A, para. 2) to residents to gain their views. However, the chosen wallpaper awaits Anchor's confirmation that it will be fireproof.

Action: Support Gaye's presentation to residents.

b. Finance

(i) Communal Utilities (Jenny)

Jenny stated that now Francis has sadly left the village, **she is canvassing for those residents with accountancy skills to come forward to take over the baton.** Francis has completed the groundwork in regard to this challenging project and a meeting with Anchor's Energy Team has been promised.

(ii) Wellness Centre Income (Joan)

Despite repeated meetings and correspondence over the past 15 months, Anchor has failed to provide any satisfactory explanation for its retention of the majority of the income generated by the Wellness Centre. We are of the clear view that this income should be set off against the service charge, not retained by Anchor.

The working group considers that all reasonable efforts to resolve the matter informally have now been exhausted. We therefore recommend that, if no substantive response is received

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from Anchor by 9th July (21 days from the date of our most recent letter dated 18th June 2025, of which you all have a copy), a formal complaint should be submitted.

We ask the committee to support this course of action with a recorded, dated and named vote.

Joan then proposed the following Motion:

“The HLRA Committee supports the recommendation of the Working Group to proceed with a formal complaint concerning Anchor’s retention of Wellness Centre income”,

The motion was carried unanimously by the committee as named at the beginning of these minutes.

c. Wellness (Keith)

The new Gym programme was introduced on the 23rd June. The new classes ‘Dancing with Beth’ and ‘Mind’ with Shif have been well received. Despite the hot weather attendance at Wellness is still good, and Anniemarie has been welcoming new Residents.

If you would like to have a relaxing time by yourself, why not book a slot on Sunday morning at the Wellness Centre, where Shif would be very happy to assist you, if required.

The ongoing saga of the second assistance rail for the steps into the swimming pool has been unravelled! The delay was that the item was being manufactured in SPAIN! Please don’t ask why. As far as we can ascertain the new bar should be installed this month.

Rosie is our member of the month for July, so if you haven’t attended the Wellness Centre recently you could try to get selected as Member of the Month in the near future.

d. Bistro and Social Activities (Joan)

Bistro

Nothing to report.

Once again, a wish for dining every Saturday was expressed, but there was little enthusiasm to pursue this as a negative response was anticipated.

Entertainment

The Jazz evening was very well received but the weather was unseasonably chilly!

e. Maintenance (Roger)

I am still chasing the whereabouts of two of the garden benches/seats and will report back when these have been found. Nothing further to report, other than the matter of the phase 2 balcony repairs. The state of the external fencing was raised again and will be pursued with Gaye.

Action: Speak to Gaye re progress with fencing project



f. Transport (Ann)

As you know, Terry is back in the driving seat. He returned to work on Monday 30th June. Whilst he was away and Trevor was on leave, Mike took over some of the driving duties. As he has not been on the MIDAS course, he is only allowed to drive the second vehicle (the one without the tail-lift) causing some difficulties with a few of our residents. If this situation should happen again, Gaye has agreed that everyone who has made a booking, will be informed about the changes as soon as possible, giving them time to make other arrangements.

g. Grounds and Garden

When you look out of your window in the morning, despite all the hard work of the gardeners the lawns are looking very dry.

Although it is a matter of concern and under review, the pond has displayed three beautiful water lily plants. The water level remains to be of concern, but plans are still under discussion to resolve the problem. Despite these ongoing problems, our gardeners remain enthusiastic and continue to improve and maintain the standard of the grounds.

Mike is currently cleaning up the sensory garden and painting the shed in preparation for the Family Open Day on 19th July.

The golfing net and mat area will be behind the bridge between the two car parks.

It was noted by the members that a 7-acre estate, such as our village, really needs a staff of **three** gardeners but it was accepted that this will never happen!

While the frustration felt by residents at the relentless cutting of the grass was expressed, David stated that he personally had no control over this particular contracted work.

Action: Speak to Gaye concerning the grass cutting schedules

8. Selection of third member to meet Gaye for this month's meeting.

Ann volunteered for this role.

9. Informal Committee Business Meeting on Saturday 16th August.

It was agreed that **there would not be a members' meeting in August**, as this will be replaced by an **Informal Committee Business Meeting on Saturday 16th August** to prepare for the following month's AGM.

10. The date for the 2025 AGM

It was agreed that **our 2025 AGM will be held on Monday 8th September at 3.pm. in the Bistro and that it will replace September's Committee Meeting .**

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11. Any Other Business

a. Bishopstoke Park Croquet Match

Keith informed the meeting that he was looking for volunteers to join the **Croquet Team** to travel to **Bishopstoke Park on 8th August** to meet the challenge from their residents. Although some private cars will be making the journey, Gaye has volunteered to drive the minibus.

b. Letter from Anchor dated 25th June 2025 (sent to all residents within the Anchor estates)

Jenny directed the meeting to the issues covered in this letter regarding the decision by the Regulator of Social Housing (RSH) which reduced Anchor from a G1 grade down to a G3 grade, resulting in Anchor being non-compliant with the regulators governance standard.

Following discussion, it was agreed to canvass those within our village who have suffered with the issues raised, with a view to writing to Anchor's CEO to express our concern.

Roger raised his own concern that our request for a sight of HL's Maintenance Schedule had been denied.

Actions: (a) Ask Gaye how many of our apartments had been affected by these problems.

(b) Draft a letter to Anchor re the matters raised by the RSH.

(c) Speak again to Gaye re HL's Annual Maintenance Schedule.

The meeting closed at 11.35am, when Jenny invited non committee members to raise any concerns:

- a. **Adrian Hobbs** reminded the meeting that Anchor had responsibility for around 1700 locations, of which we were only one! He had joined one of the Anchor led forums, which he felt was one way of having our voice heard.
- b. **Emrys Parry** informed the meeting that he had now joined the Residents' Finance Group, the first meeting of which he had found to be rather frustrating.
- c. **Jo Taylor** stated that when she had joined one of these forums some while ago, the members had been told that they must not raise issues relating to their own locations!

Jenny summarised by saying that she does not think that Anchor really listens to residents' concerns. They are often slow to act. However, Howard Dawson, one of the new directors, actually responded to her recent email concerning our Lakes News and HLRA Website.

The meeting closed at 11.43.am.

12. Date of Next Meeting: Saturday 16th August 2025 at 10.30.am in the Library. (for Committee Members only)

_____ Secretary

_____ Chair