

Hampshire Lakes Residents' Association



DRAFT Minutes – Committee Meeting Saturday 4th October 2025

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

There were **20** 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 16th August 2025

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

3. Matters Arising

a. Bishopstoke Park have been invited for a return match, which they have accepted with the request that we include a bridge contest.

b. Downgrading of Anchor by the Regulator of Social Housing (RSH) – response dated 18.7.25 from Anchor Senior Management (Amandaa Holgate, Interim CEO) to Jenny's letter expressing our disappointment.

Action: Speak to Gaye re the statement within this letter that she would be contacting all our residents re issues of dampness, mould or condensation.

c. Defective Anchorcall pendants – revised policy issued

4. Reports on contact with local management

a. Meeting with Gaye on 19.8.25 (Roger Pearce)

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

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

5. Treasurer's Report (Sam)

Having paid £37.50 to Vic Oliver for Welcome cards and £21.50 to Keith Hall for website domain renewal, subscriptions bring our bank balance up to £3696.72. In addition, we are holding



£377.14 for the Bridge club. I understand that there are still a few more subscriptions to be banked.

6. Membership Secretary's Report (Carolyn)

I would like to thank members for their quick response to my requests for this year's membership fees. So far we have collected 77 Full membership fees. More have been paid by bank transfer, but they do not appear on our bank statements yet. We have 15 Still to be collected and *sadly* a few of those have declined to belong to our association.

We have some new residents in the past few weeks:

Lou Stoate in Oakleigh Square and Jan and Chris Horner in Ash Mews.

7. Working Parties and Action Plans:

a. Redesign of Reception/Bistro Areas (Jenny)

In relation to the Reception area, Gaye has sought residents' views using the mood board and hopes to have the reception area redesigned by Christmas.

Action: Speak to Gaye for update re décor and furniture.

b. Finance

(i) Communal Utilities (Roger Pullen)

The reports originally prepared by Francis have been studied, but any further progress awaits a meeting with Francis.

(ii) Wellness Centre Income (Joan)

The formal complaint was sent to Anchor's Customer Relations on the 16th September and acknowledged on 22nd September.

The summary of the complaint is:

- Tenants are meeting 100% of the running costs of the Wellness Centre but are credited with only 20% of the income it generates.

Having heard nothing within the promised 10 days, I phoned them and was informed that the handler was on extended leave and that at the moment our complaint is unassigned!

I insisted that we require an explanation and a timescale and was told that a manager would be informed, so we await developments.

c. Wellness (Keith)

For personal and business reasons Alex has decided to stop teaching the Pilates class. Annemarie is actively trying to find a replacement instructor.



Two new classes have been added to the programme: “Healthy Heart “and “Walk around the Lake”, both of which have been well advertised. You can see the adverts in Wellness, on Reception TV and on the Wellness page on the website.

A second safety handrail has been added to the pool steps, and 2 handrails are now in the shower area.

While the pool was drained the whole area was pressure washed and the grouting in the steam room was repaired.

The Gents clothes drier is broken, and a repair is being investigated.

d. Bistro and Social Activities (Joan)

Bistro

- Gaye has agreed to open the Bistro on an extra Saturday each month on a trial basis, we welcome this change and encourage residents to come along. The meal offered will be a buffet. No tablecloths will be used or linen napkins, although I have complained about this.

Social

- The HLE team have met with Gaye to discuss the “10th Anniversary of the opening of Hampshire Lakes” which is on June 16th next year. This date has been agreed, and a day of celebration is being planned, watch this space!
- The annual “Theatre Together” dinner will take place on 25th October with entertainment and a special dinner menu. Details out next week.
- The “Christmas Party”, which is a joint HLRA and HLE event ,will be on 9th December. We request that the HLRA fund will once again subsidise cost of the tea for residents.

It was then proposed by Joan that a grant of £500 be made from HLRA towards the cost of this event, which was seconded by Janet and agreed by the whole committee.

She also asked that **any donations towards the Christmas Raffle be given to Ruth or Chris.**

The proceeds from this will be shared between the cost of the event and Phyllis Tuckwell Hospice.

e. Maintenance (Roger)

The main subject, as always, has been the repair of the Phase Two balconies, of which I am aware that Gaye is pursuing relentlessly with the Anchor Senior Management, coercing them to pull their socks up and get on with it, as all obstacles have already been overcome! Ron Napper has independently been chasing a complaint with Anchor over a range of defects to his apartment and a variety of structural problems, including pathways and balconies. As a result of this, he has been promised a visit by Gaye’s manager, Emma Tobin (Head of Villages & Independent Living).

Action: Speak to Gaye re progress



f. Transport (Ann Chelley)

Aims and objectives:

To find a minibus leasing company that will supply a vehicle suitable for our requirements.

Keith Hall has joined me in this undertaking.

We have now selected three companies and are slowly working through the contract small print. This will take some time, and we are not yet at a point where we can suggest a preference.

It should be noted that Gaye has reminded us that any order for a new vehicle must be purchased through Anchor's financial procedures. She will be placing an estimated amount for this within the provisional budget for 2026/27, which she should have completed by the end of next week.

g. Grounds and Garden (David)

Pruning of the eight trees in the Reception Entrance Courtyard will be carried out in the latter part of 2025, before Christmas. All hedges have been cut back and pruned after bird nesting season.

Storm water ditches in the Woodland Walk have been cleared, and the stream has been regularly inspected and cleared of vegetation and debris, which will be continued in the future.

Specialist contractors will be carrying out the annual maintenance of the pond in October.

Himalayan balsam has been safely removed from the site in May 2025 before they set seeds.

Large areas were located and cleared together with spraying of appropriate herbicide. This programme will continue in the next year.

A comprehensive lawn care programme has been compiled, whereby the lawns will be aerated in autumn and will then receive one application of fertiliser throughout the site. We have also made provision for the dressing and seeding of certain lawn areas which need attention. The above-mentioned lawn care programme combined with the professional cutting will enhance the health of the lawn throughout Hampshire Lakes village.

Action: Speak to Gaye to ascertain which ditches have been cleared.

h. Bistro Redesign – First Stage: Sound (Roger Pullen)

We have met with Gaye to discuss the awful sound quality in this room and found that she is fully supportive of our efforts to find a resolution and will allocate an amount within the budget.

We have already contacted a company in Fleet, who will be attending Hampshire Lakes next week to advise us on options for the way forward.

We also discovered a cupboard in Gaye's office which has a wealth of audio equipment. We intend to discuss the usefulness of these during this company's visit.

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8. Matters arising from our AGM (held on 8.9.25).

- a. Paths crumbling away leaving them in a very dangerous condition
- b. Cutting grass each week when not needed in very dry conditions and why field at the rear of Chestnut Grange could not be allowed to grow wild. **NB: If this wilding project were to progress it would probably require a consensus of the whole village.**
- c. Need for readily accessible emergency button in ladies disabled shower room, grabrails in changing rooms and swimming pool shower cubicle.

Note that apart from “the grabrails in the changing rooms”, the other two matters were addressed within hours of our meeting ending, for which we are extremely grateful to both the Maintenance and Wellness staff.

- d. Declined requests to have Air Conditioning Units installed at individual resident's cost leaving many properties in an overheated state, taking note that other properties within the village have already been allowed to take this step.

Action: Speak to Gaye re all the outstanding matters above.

9. Annual Review Meeting (held by Gaye on 25.9.25)

The only comment made related to the poor sound quality from the microphone.

10. Any Other Business:

- a. Concern over Anchor's Banking System arising from the ARM.

Action: Following a discussion with Gaye, Jenny will be writing to the Anchor Management for an explanation as to the type of account(s) they use to “bank” our “Service Charge” AND “Sinking Fund” and the amount of “interest” arising from this.

- b. Concern that only one Boiler is currently working.

Action: Continue to monitor this worrying situation.

- c. Thanks to Emrys for his input to our response to the Government's consultation looking at ways to better protect the interest of Leaseholders. As a result of our enquiry to the Anchor management as to whether they had also responded, Howard Dawson (Regional Director South) has offered to set up a TEAMS meeting to show us Anchor's response.
- d. Jenny will be preparing a letter to all the residents at Hampshire Lakes to tell them what **their Residents Association Committee is doing on their behalf.**
- e. Keith informed the committee that at the Friday Coffee Morning Gaye had informed us that Food Compost Bins will be arriving shortly and will be issued to every apartment, following an explanation of their use.

The meeting closed at 11.40.am, when Jenny invited non committee members to raise any concerns:

- a. **Diana Duckworth** stated that Sue Croucher was still experiencing problems with her TV. She was told to advise Sue to inform maintenance so that Trevor could make the necessary adjustment in the relevant equipment cupboard.

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- b. **Yvonne Conway** was concerned about the bunches of mistletoe damaging the tree adjacent to Birch. **Action: Discuss relevant action with Gaye.**
- c. **Emrys Parry** was concerned that the commercial vehicles are still not using the entrance to the kitchen at the rear of the property because the slope of the pathway was apparently unsafe. **Action: Discuss relevant action with Gaye.**

The meeting closed at 11.47.am.

11. Date of Next Meeting:

Saturday 1st November at 10.30.am in the Library.

_____ Secretary

_____ Chair

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