

**DRAFT Minutes of the 2025 Annual General Meeting  
of the Hampshire Lakes Residents' Association (HLRA)  
held on 8<sup>th</sup> September 2025 at 3.pm.**

**Present**

There were **54** members present, and the meeting was therefore quorate

**Welcome**

The Chair opened the meeting by welcoming all those present, including Gaye Collins, our GM, as well as her other senior managers and commented on the very good turnout.

**1) Apologies for absence**

Apologies had been received from the following: Heather Parrish; Chris Widman; Ruth Maynard; Carol Flinn and Emrys Parry (currently on a Zoom meeting with one of the Anchor's Finance Forums).

**2) Approval of Minutes of 2024 AGM**

Minutes of the previous AGM held on the 9<sup>th</sup> September 2024 had been made available and the Chair called for them to be approved by a show of hands. The minutes were approved nem.con and signed by the chair.

**3) Matters Arising**

None, other than those dealt with in our reports.

**4) Chair's 2024/25 Summary**

Thank you to all our residents who have supported us over the past year. There has been a good attendance at our monthly committee meetings and, of course, most Hampshire Lakes residents belong to the association. I really must thank the committee for all the work they have done during the past year. If you follow the minutes and hear these reports you will see that there has been much progress. A special thank you to Roger, our secretary. The role of secretary is crucial to many organisations, but Roger has worked with dedication and tremendous efficiency. He has been ever ready to give sensible advice and is a huge support. Two groups who are not strictly speaking part of the committee but report their work at committee meetings. **Firstly, the Volunteer Drivers Scheme** which was so professionally set up by Emrys Parry and helped by Wendy Wooldridge. Many thanks to them and those drivers who take residents to medical appointments. **Secondly, Hampshire Lakes Entertainment** headed by Joan. The work done by this team makes living in our village such fun. The VDS and HLE make a massive contribution to the life of our village. One of our targets this year was to upgrade our tired and messy Reception area. Gaye has produced a most attractive new design, and we really hope this is put into effect shortly. Our core function, as a recognised Residents' Association, is to work

closely with Anchor management to ensure that residents are well treated and that our service charge is managed fairly and efficiently for our benefit. Last year we monitored closely the ever-changing management structure of our landlords, Anchor. We continue to monitor closely these changes. There is a newly appointed Director of Housing, Howard Dawson. He has visited the village, and we send him a copy of Lakes News each month and have sent him the website details so he can log in to keep an eye on what we get up to! It is now in the public domain that Anchor has been downgraded significantly by the Regulator of Social Housing because of serious failings in delivering consumer standards. It will surprise no one here to learn that Anchor governance and management have also been roundly criticised. We hope Howard will support our General Manager, Gaye, in ensuring Anchor meets the needs of our village. It is in all of our interests for Anchor to regain its good name as the largest provider of social housing in the country. I would now like to ask secretary Roger to introduce each working group's reports. Where the leader of the group is away he will read the report. The secretary will then introduce and welcome new committee members.

**The Chair then handed over to our Secretary, Roger Pearce, to conduct the remainder of the business and to introduce the current committee.**

## 5) Working Group Reports

### a. **Re-Design of Reception** (Jenny Hydes)

This was explained by Jenny in her review of the year.

### b. **Service Charge Matters** (Jenny Hydes)

Francis Walker, although not a member of the committee, gave us invaluable help in analysing and scrutinising the service charge. Francis has now left the village, and we have asked Roger Pullen to examine the work Francis has already done so that we can move forward.

### c. **Wellness Centre Income** (Joan Russam)

This year we have maintained regular communication with Anchor management regarding the legality of retaining the income from the Wellness Centre, rather than offsetting it against the service charge. After 15 months of correspondence without resolution, discussions have now concluded without agreement. Anchor simply refuse to discuss this issue further so formal proceedings are planned to commence in September to address this matter through the appropriate channels. We are not prepared to accept this situation. Thanks to Jo Taylor and Emrys Parry for their continued contributions to this group also to Francis Walker who has now left the village.

### d. **Transport** (Ann Chelley)

Over the year we have rearranged the Transport Timetable, discontinued visits to less popular towns and introduced new shopping areas e.g. Fleet, Farnham and

our local shops at Yateley Village. We had hoped to organise visits to local places of interest but then experienced a couple of difficult months with Norman leaving and our new driver, Terry, having a short period of sick leave, with Trevor, as usual, stepping in and managing, as far as possible, to keep to the timetable. Therefore, some of our plans had to be put on hold!

Coming up to Christmas, we will be introducing visits to Bagshot Lea, Redfield's and Longacres, where, I believe they have a new coffee shop. Garden Centres, now, have food halls, sell clothes and cards and, nearer Christmas have some very good ideas for gifts.

A quick word about our vehicles: our minibuses are over ten years old, they are uncomfortable, noisy and have no air conditioning, therefore the committee will be investigating a suitable replacement vehicle that will meet the needs of the village.

**e. Wellness (Keith Hall)**

The last 12 months of being the Wellness committee member has been a pleasure as Annemarie has been able to maintain the opening hours throughout the period and has been able to recruit new staff and introduce new classes and activities. She has successfully introduced personal fitness assessments, and her team of excellent instructors provide many residents with one-to-one fitness sessions. This is in addition to the many gym and pool sessions. The new classes include a fitness dance session with Beth and Mind Fitness with Shiv. Over the last year, the residents and non-residents have played Table Tennis, Boules, Carpet Bowls, Water Volleyball and, in the summer, we play Croquet. We recently visited Bishopstoke Park following an invitation to play them at Croquet, it was an excellent day, we were well looked after and given a guided tour of their village. As in the Olympics it is the 'taking part that really counts', we lost 3 – 1. The committee is planning a return visit for us to challenge them at Carpet Bowls and Bridge.

To enable the installation of the second steps assistance bar the pool will be closed 8<sup>th</sup> to 14<sup>th</sup> Sept. The latest acquisition is a Golf Net which was donated to the village, it has been set up and we are just waiting to get the ground levelled.

**f. Maintenance (Roger Pearce)**

Sadly, the main effort this year has been pushing for the repair of the leaking Phase Two Balconies. This is not a new problem, as the reports of their tragic condition stretch back well beyond 2 ½ years!

This delay does not lie with the Maintenance Team, nor with the General Manager, as both have done their very best to expedite this serious matter. Quite frankly, it is fully and squarely down to Anchor's chaotic system for addressing such matters. Whenever the relevant department could throw a spanner in the works, they did. We even had a date in December (2024) for the work to

commence, only for this to be abandoned, as the then contractors were to lose their contract within 8 weeks of commencing the work! At the time of writing this report (mid-August) we are supposed to be having a further visit by the new contractor, who will provide yet a further quote. The only good news is that we have been promised the Phase Two exterior re-decoration this Autumn.

**Other matters have included:**

The purchase of an **aqua-vac machine** to allow our own maintenance staff to clean high-level gutters throughout the village.

We do not yet have a **generator to cover emergency lighting** in the event of a power cut, although a system for ensuring a supply of water during such an incident is being explored.

It was good to see that the maintenance team have been able to find some time to **clean the pathways around the village**, although there is still some work to be done in that particular area.

**Despite the additional signage, ambulances continue to confuse “Beech” with “Birch”**, which one day may lead to a very serious outcome. We believe that the ambulance service has been advised of this situation for them to note their despatch system, but the real culprit is Anchor for naming two apartment blocks with such similar names and, in some cases, the same door numbers!

We are still awaiting **Anchor’s decision concerning EV Charging Points**, as to when they will be they will be operational and how many will be provided.

Hopefully the problems experienced by residents concerning both **Freeview and Sky TV** have now been addressed across the village.

Most of the **benches around the village have been oiled** and returned to their original positions.

**g. Bistro/Social (Joan Russam)**

**The Bistro**

Attendance at the Bistro has increased this year, which is encouraging but still way below what might be expected, given the number of residents here. There remain concerns regarding the consistency and variety of the menu. Food quality is sometimes affected by procurement issues. Regular meetings with management have been established to discuss these matters and explore improvements. Despite some progress, there is still underlying dissatisfaction among some residents, and we will continue to press for changes to ensure the Bistro meets expectations and becomes a more attractive dining option for all. The ambience and dining experience would be much improved by a complete refurbishment.

We thank the kitchen staff and the service team for their contribution to the village and their support for HLE events.

**Social Events**

Over the past year, HLRA has continued to support and foster a strong community spirit within the village. We held our traditional Christmas party and arranged welcome drinks for new residents, both subsidised by HLRA. Strong

links with HLE have remained active, enabling us to coordinate events and Theatre Together, ensuring a varied and enjoyable social calendar for residents. We would like to thank Keith and David for the establishment of the successful “Babble and Speak” evenings which we hope will continue.

#### **h. Grounds and Gardens (David Allan)**

Carrying on with the good work (reported by our previous committee member) we continue to have our ups and downs. It is good to report that the money donated for plants has now been released to Gaye so that the gardeners can buy the plants before the season is over. Overall, the project was to improve the main entrance thus ending up at Reception.

The start of the year was to dredge the attenuation pond of unwanted vegetation, which in future will be done annually by a contractor. I have been advised that this attenuation pond has a number of infiltration tanks (numbered 6 to 10 on the Hampshire Lakes Plan). This matter requires discussion with the local authority, Hart DC and the Environment Agency.

I have chatted with many people about their gardens and the one thing that everyone seems to wish above anything else is that planting around the pond should be completed. Water has a particular attraction to many people. We are all constantly drawn to visit the seashore, lakes and rivers. There is just something very peaceful and soothing about the sound of moving water. Just as important to me is the amount of wildlife that water can attract and support in a large garden setting. Creating a pool of water in a garden will immediately attract insects, birds and other creatures. We could also introduce our own fish of course. We might consider stocking our pond with some native species of fish as well as enjoying planting its surroundings.

Overall, a small team of gardeners plus varying outside contractors is necessary to lighten the load of keeping the gardens in good condition and pleasant to the eye.

We do also have enthusiastic residents who have permission to cultivate a small area around the ground floor apartments, these are mini special gardens.

The **wooden boundary fence** at the far end of the village between Walnut Walk and Chestnut Grange will now be replaced/repared.

The **gravel beside the raised “flower” beds near Acorn Vale and Cherry Bank and around the boules court** is to be replaced by paving.

#### **i. Communications within the Village (Keith Hall)**

##### **The HLRA Website**

Over the last 9 months we have had over 2000 visitors to our website who viewed our pages over 8000 times. 53% of the visitors use a Desktop, 39% use a Mobile and 8% are tablet users. During August the website has been updated with several new pages of information, the structure of several pages has been

changed to enable Mobile users to see the link information more clearly, the number of Dropdown menus has also been reduced.

### **Reception TV**

This is updated at least once a week and continues to be a feature of interest to anyone visiting our Reception area.

Also available to anyone with email is **Jo's Weekly email** which provides details of the coming weeks activities and any updates to the published programmes. Jo's email is also available on the HLRA.info website.

### **Paper Copies of Minutes of Committee Meetings and Discussions with**

**Management:** For those without access to the internet, we also display these minutes in the folder in the Library. Any queries about these may be directed to Roger Pearce, our Secretary.

## **6) Treasurer's Statement and Adoption of the Accounts (Sam Dauncey)**

Copies of the Annual accounts were made available, together with the examiner's report.

### **Treasurer's Report on the year ending 30 June 2025**

As you can see, the balance in the bank increased slightly during the year ending 30 June 2025. In my opinion, although our assets may be sufficient to cover any legal advice we may need, they would be unlikely to cover any significant professional activity. We arranged no fund-raising activities in the year, but the 2025/2026 subscriptions should be enough to build the assets up a little.

I should mention that Paul Sudell, who has been the examiner of our accounts, is willing to continue in that role for 2025/2026.

I can enlarge upon some entries. The "Social" income is the amount paid by committee members for their participation in the newcomers' party. The "Social" expenditure includes £500 paid to HL-Entertainment towards the cost of the Xmas tea as well as the rest of the cost of the newcomers' party. The "Other" entries are both inflated by reimbursement of an incorrect payment of £217.86. "Other" income was contributions by non-resident Bridge players for the use of our facilities.

Members were then asked to adopt the Accounts, proposed by Janet McCombie and seconded by David Allen, which was carried by a show of hands in favour nem.con.

Members were then asked to re-appoint Paul Sidell as examiner for the current year, proposed by Janet McCombie and seconded by David Allen, which was carried by a show of hands in favour nem.con.

## **7) Membership Secretary's Comments (Carolyn Hill)**

I am able to report that of the **118** residents we have in Hampshire Lakes as of today's date **85** are currently Members and **10** are Associate Members.

There are a few residents who did not wish to be Members last year, but they will be invited to join this year. There are **16** properties which are at present unoccupied.

**So now we come to your membership subscriptions.**

We are hoping that many of you will be able to renew your membership here today. There are various points around the Bistro where you can pay or collect information of our bank details should you prefer to pay by Bank Transfer. Don't forget to collect your receipt which will become your membership card and can fit in your wallets and purses. **Those paying by bank transfer will receive their card once the transfer has gone through. Failing that you can pay at the monthly meeting on the 4<sup>th</sup> October.**

Can I ask you all to remember to sign in on the necessary attendance forms which are being circulated here this afternoon.

**8) Motions proposed by the Committee**

There were **4 motions** proposed by the Committee:

- (a) We propose that “we work in partnership with Anchor Management to redesign and refurbish the Bistro/Bar area to a high standard, creating an attractive and versatile multifunctional space. The design should be finalised by the end of November 2025 with refurbishment completed within six months, by May 2026.”**

Joan, in her report, had already explained the reasons for this motion, which was proposed by Jenny and seconded by Joan. It was then approved by a show of hands nem.con.

- (b) We propose that “we will carry out a full investigation of transport arrangements to replace the village vehicles”.**

Ann, in her report had already explained the reason for this motion, which was proposed by her and seconded by Keith. It was then approved by a show of hands nem.con.

- (c) We propose that “the size of the Committee is increased to 11 for the forthcoming association’s year”. (Note that the “Committee size” has to be agreed annually).**

As we now had two additional residents (Roger Pullen & Ann Hill) who wished to make an active contribution to the work of the Committee, Roger explained that it was recommended that we request this increase for the

coming year, which was proposed by Jenny and seconded by Roger It was then approved by a show of hands nem.con.

**(d) We propose that “Membership Fees remain at £15 per full member”.**

Members were then asked to adopt the motion, proposed by Carolyn Hill and seconded by Sam Dauncey, which was approved by a show of hands in favour nem con.

**9) Motions proposed by Members**

None

**10) Election of Officers and Committee**

The Secretary drew attention to the list on the back of the Agenda plus Ann Hill, whose correctly dated nomination form had only just found its way to the Secretary through an administrative area beyond our control. He introduced the **eleven** members, who had all been correctly proposed and seconded for the vacancies on the committee. The position of Vice Chair will be dealt with at our first committee meeting.

The new Committee was then approved en bloc by a show of hands nem.con.

**11) Any Other Business**

The Secretary introduced these items by stating that, although a decision on the appropriate action will be deferred to our first meeting in October, any comments made at this meeting would be noted.

- (a) Rita Wakely asks whether urgent action could be taken in respect of the tarmac paths which are crumbling away leaving them in a very dangerous condition
- (b) Rita Wakely also queried why the grasscutters were insisting on cutting the grass each week when there was no need in these very dry conditions and why the field at the rear of Chestnut Grange could not be allowed to grow wild.
- (c) Jeanette Graham queried why there wasn't a readily accessible emergency button in the ladies disabled shower room and why there was an absence of grabrails in those changing rooms as well as in the swimming pool shower cubicle.
- (d) Ruth Maynard asks whether Gaye could be persuaded to allow other properties to have Air Conditioning Units installed at the resident's cost in view of global warming, which is leaving many properties in an overheated

state. As other properties within the village have already been allowed to take this step, why can't new applicants similarly be granted permission?

Several comments were made in respect of these matters, which will be carried forward to our first Committee Meeting on 4<sup>th</sup> October.

**The Secretary then passed back control of the meeting to the newly elected Chair, Jenny Hydes.**

**Jenny asked Gaye whether she wished to address the meeting,** to which she responded by saying that there were no surprises concerning our concerns, as the monthly meetings with the committee representatives keep her updated. She stressed that her interest is for us and our safety. She did not consider that any of our concerns or requests were unreasonable.

**There being no other business, the Chair declared the meeting closed at 3.52.p.m.**

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(Jenny Hydes) Chair (Roger Pearce) Secretary