

Appendix A to Committee Meeting Minutes of 10.1.26

Item 4(a)

Meeting with Gaye on 15.12.25.

Present: Gaye (GM), Jenny, Ann C & Roger (HLRA)

1. Date for the commencement of the Repair of the Phase Two Balconies?

January/February 2026

2. Reception Re-design – Congratulations on achieving the pre-Christmas target date! May the small table be replaced by a larger one to ensure that the daily newspapers are kept under control?

Gaye is continuing to review the layout and size of the furniture over the next few months.

3. Bistro Re-design – Update on the installation of our new sound system?

All the equipment has now been received, and Trevor is back from today. However, it probably makes sense for the installation to be delayed until after Christmas.

4. Any update on delivery and fixing of the grabrails in ALL the Wellness changing rooms?

The order had been received, but the colour was not as ordered (White instead of Chrome)! Items returned to the supplier for replacement

5. Any response from Anchor re Air Conditioning Units?

The query awaits a decision of Anchor's Environmental Committee

6. Update re repair of boiler.

Approval has been finalised; Section 20 being arranged to send to all residents due to the value of the repair costs. **The contractor has now ordered the parts which need a 3–4-week lead time.**

7. Transport. Update following the **HLRA' Committee's support for the new minibus?**

The letter from Gaye seeking the views of every apartment will be distributed on 5.1.26.

8. How do the **Bistro Staff facilitate those residents with scooters and pushers?**

The Bistro staff set out certain tables to facilitate those with a sit-on scooter. They would certainly see themselves as disabled friendly.

9. May we see the design of the recently ordered **perimeter fencing?**

Gaye does not have any pictures, but the fences ordered will be of the “post and rail” design.

10. Is there any news of when the **re-surfacing will be completed **around the planters and boules court?****

One quotation has been received for a tarmac or concrete finish; awaiting further quotation before order can be placed. Costs are circa. £30K for work to be completed, including drainage system which will need to be added as the surface will not be porous.

11. When will Hart’s District Council officers be attending to conduct their **inspection of our re-cycling bins?**

This visit is being chased up by Trevor, in view of its importance in securing more user-friendly bins.

12. May the **Anchor Guide: “Your Anchor Home. Information for Leasehold and Freehold Customers” be delivered to every apartment throughout Hampshire Lakes to avoid any confusion in the future concerning the responsibly for repairs?**

Gaye was surprised that we had not been given a copy of this in our purple “Welcome Folder “. As it is not considered good value to produce 119 copies of this 16-page document, **Gaye will place one copy in the Library and will seek to obtain a pdf copy from Anchor. Failing this enquiry, Keith is willing to convert the paper copy into a pdf for our HLRA website.**

13. May we have a brief discussion concerning **OFGEN’s “Heating Network Planning?”.**

Gaye will check with Anchor’s relevant department to see whether they have this matter in hand.