

Appendix A to Committee Meeting Minutes of 7.2.26

Item 4(a)

Meeting with Gaye on 20.1.26

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

1. Full Update on the **Repair of the Phase Two Balconies?**

Anchor will be obtaining an external consultant to undertake a full survey of all the balconies and will place a tender, but in the meantime we will keep going with those that are critical. Gaye is holding bi-weekly meetings with Alex, her newly appointed immediate manager, to discuss the progress regarding our defects. The good news is that at last Housing and Properties will be working together under a new department entitled "Operations Directorate".

2. **Bistro Re-design**

The cabling for our new sound system has now been installed by our maintenance team and overseen by Roger (Pullen) and Keith.

With reference to the actual plans for re-designing the Bistro, it was agreed that, in view of the current number of projects placing demands on the sinking fund, this part of the project will recommence in April.

3. Any response from Anchor re **Air Conditioning Units?**

There has not been any positive response from the relevant Anchor department, but Gaye will continue to pursue, particularly noting that the hotter months are in reality not too far away!

4. Update re **repair of boiler**, including the re-issue of the **Section 20 notice** and query regarding the **admin fee** for the proposed works? Will it have to comply with **OFGEN's "Heating Network Planning?"**

Gaye confirmed that the Section 20 letter did definitely relate to the **REPAIR** of the current boiler @ a cost of £57,264 (23% of which will be paid for by the Care Home) plus the admin fee of £4,522. She will respond to our letter re the justification for this admin fee. She has been informed that this installation will comply with OFGEN's new heating regulations, for which a dedicated project group has been established to ensure that Anchor will be compliant across all its properties.

5. **Transport.** Update regarding **any objections** relating to the **proposed purchase of our new minibus.**

With the deadline for objections being that evening, Gaye was able to report that only one had been received up to that morning. Assuming from this lack of negativity, the project will be able to go ahead from this April. Gaye will be checking the "specifications" prior to

placing the order, to which we requested that a rear facing camera be added to ensure the safety of passengers and driver in a vehicle that by its design has poor vision to the rear.

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

The re-surfacing of the planters' area has been ordered, as has the perimeter fencing. However, Gaye has decided that for the time being work in the boules area will not be undertaken as it is not causing too much of a problem.

7. Regarding our previous discussion concerning **scooters in the Bistro**, would it be possible to **borrow a walker from the Care Home** to facilitate a scooter driver moving from the corridor to a table after parking their "vehicle"?

A "Zimmer" frame is now available in the Bistro to facilitate movement from the scooters in the corridor to the seating area in the Bistro.

8. Despite the clear enjoyment of **Gaye's Quiz**, it was disappointing to find that Bistro staff were not on hand to **conduct lone attendees to appropriate tables**.

Gaye felt that this comment concerning lone attendees was unfair, as she had done her best to facilitate all participants to a table. On this occasion, this was not the role of the bistro staff who were undertaking the service of drinks to the contestants. We offered the services of a couple of committee members to assist in this task at the next event.

She wished to draw attention to the **unacceptable behaviour by some residents** who booed when a member of staff won a raffle prize. She asked that in future residents respect the feelings of staff, who, like them, had also purchased a raffle ticket.

9. Do you have a note of any residents who may have been **asked to pay for WC repairs and/or been charged an admin fee** contrary to the guidelines? **Residents need to be reassured that the advice they get from the admin manager is accurate and helpful**. No resident should have to suffer for a whole weekend with a malfunctioning loo because they were given the wrong advice.

Gaye responded by saying that they do not have this information, but for the future she has cancelled the demand for the 10% admin fee. She also clarified that the misleading "**Our**" heading on page 12 of the "**Your Anchor Home**" document under "**Getting the job done**" was a "typo" and has been amended to "**Your**" in the Office and Library copies and on the HLRA website.

As we all wished to move forward from the confusion in the past, it was noted that the Admin Manager was now aware of the current situation regarding the admin fee and the "**Our**" and "**Your**" responsibilities of Anchor and Residents, respectively.

- 10.** At a recent “**Food and Beverage**” meeting it was agreed that **half portions would be made available on request to avoid food wastage**. As we have now been informed that these are **not available on a Saturday evening**, we wondered why this particular dining experience is being dealt with differently to the others?

Gaye responded by saying that the reference to this particular “**food waste**” subject at that previous meeting had related to “**smaller**” and “**larger**” portions not to “**half**” portions. However, this was more difficult with some foods on a Saturday night, but she will discuss this with the Bistro management to see how this wish could be implemented in part.

11. Phase One Refurbishment

Gaye informed us that “Ian Williams” contractors will be returning to undertake the re-working of their previous unsatisfactory work on Phase One properties, but this will not be until April, in the hope of more favourable weather.