

Appendix A to Committee Meeting Minutes of 7.3.26

Item 4(a)

Meeting with Gaye on 19.2.26.

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

1. Result of the Report from the Surveying Team on the Repair of the Phase Two Balconies?

Although Gayes' hope that the work on 4 Walnut Walk would start the ball rolling with the Phase Two critical properties was thwarted, a full survey report on the whole of Phase Two has now been completed (alongside Bishopstoke Park) and includes all defects (balconies, windows, paths, etc). This will be submitted to an Anchor Executive Meeting on 3.3.26 when a programme will be adopted for the whole of Phase Two, with the 12 urgent balconies targeted for urgent repair. It has also been agreed that a few will have some temporary fixes to prevent further water ingress whilst the plans are being approved and put into place. It has also been confirmed that once the plan of works is in place, Gaye will be able to provide timescales etc.

2. Any response from Anchor re Air Conditioning Units?

It appears extremely likely that there will be a new policy process in relation to the installation of these units. However, if permission is given for installation, leaseholders will need to heed the instructions in the lease that they must not affect the appearance of a property.

3. Update re Repair of Boiler, including the re-issue of the Section 20 notice and the responsibility for the change of the second page "from replace to repair". Also, the clarification for the admin fee for the proposed works?

Implementation awaits the cut-off date for objection shown in the section 20 notice (i.e.23.2.26). However, the replacement parts have been ordered in view of the urgency of this repair.

The discrepancy in pages one and two of the section 20 notice was an admin error and was corrected by the re-issue of the corrected document.

The admin charge relates to the arranging and overseeing planned works

Anchor is responsible for arranging and overseeing the delivery of planned works which are required at individual homeownership locations. For example, this includes planning and overseeing works such as lift replacements and the redecoration of shared areas.

The costs involved in this process are not included within the service charge management fee, and so a separate charge is made. as and when it is necessary to. This means residents only pay for the administration of works at their own location, as opposed to paying set annual amount within the management fee.

The planned works administration fee covers a variety of different services provided by Anchor's property team during the planning and delivery of major works. The purpose of this fee is to allow Anchor to fully recover the cost of managing planned works whilst providing value for money for homeowners.

4. Transport. Update on the possible date for the **proposed acquisition of our new minibus.**

The procurement department are in the process of sorting further quotations using the same specifications, with a view to bringing down the price. It is hoped that we will have the new vehicle as soon as possible from April onwards.

5. New Fencing. Is it too late to have **rustic horizontal bars**?

The "replacement" fence has already been ordered, but the price would have doubled should we have required rustic horizontal bars.

6. Payment for Repairs, etc. Please will you clarify "when is a tap not a tap" as some residents have been charged for the replacement of their internal cartridges?

Gaye has confirmed that the replacement of any failing bathroom fittings, including taps and tap cartridges, will NOT be included in those items paid by service charge but must be paid by the individual resident. She suggested that it is possible to replace a cartridge type tap with a different one which does not need cartridges (at the expense of the leaseholder. See Trevor for advice.

7. Has there been any progress regarding the suggestion to approach **Oakley Health Centre** to explore the possible **provision of a weekly surgery here at Hampshire Lakes?**

Gaye stated that enquiry of Oakley Health Centre had resulted in a negative response, as they had insufficient funding to pursue this initiative.

8. Are you aware of **The Model 3 "Question and Answer "Presentation" document of 4th November 2020**, which clearly stated that Anchor will be taking over all costs associated with the restaurant, including all internal furnishings, decorations and capital improvements in both the kitchen, restaurant and bar", ***as this may have an impact on our joint ambitions to improve this part of our village?***

Gaye disputed this point, as Anchor's response had stated "Yes, this is the case for interior furnishing and operational replacement", but it did not include the phrase "**and capital improvements**". Although we did not wholly agree with her on this point, the discussion considered whether or not it would be to the benefit of Hampshire Lakes were Anchor HQ not to be involved with any capital expenditure in that particular area of Oakleigh Square, as we had more chance of achieving our joint ambitions to improve the Bistro as a "locational improvement" funded by the "sinking fund".

9. Clarity sought for the correct procedure in relation to the use of electric scooters, etc, in the Bistro.

Following a meeting with some of the users of this type of equipment, we raised the following issues on their behalf:

(a) Scooters are not allowed in the Bistro. Is this true or not? (The 2010 Equalities Act suggests that it is unlawful to forbid them)

Scooters **are** allowed in the Bistro – as already demonstrated on a daily basis. Gaye referred to an extract from the Equality Act 2010 which states that UK restaurants must make “reasonable adjustments” to provide access to disabled people, including allowing mobility scooters indoors. While not allowed to be blanket-banned, access may be restricted based on safety, such as space limitations, blocking exits, or scooter size.

(b) Residents rely on friends to help them “park” walkers and scooters. Sometimes disabled residents feel unable to sit with their friends. They think that there are rules about where they can sit in the Bistro

Gaye stated that every effort is made by Bistro staff to accommodate the wishes of “users” but this must always be balanced against the safety aspects of both “users” and “non-users” as well as, very importantly, staff carrying hot plates, etc. Staff will always assist in moving walkers etc once a resident is seated. Staff cannot move scooters.

(c) Residents want clarity. They want to feel welcome in the Bistro. What should they do when they come into the Bistro and need help with scooters and walkers ?

If possible, “users” are requested to ask for assistance prior to their visit and indicate a preference for a particular seating area, with the proviso that it may not be possible, as stated above, but alternative options will always be offered.

Assisted walking frame is also now available for those scooter drivers who can park in the corridor and walk into the Bistro.

Gaye agreed to issue written instructions concerning these matters, so that all parties will be clear about the procedures to be followed.

(d) When are the automatic doors of the Wellness Centre closed?

They will be closed by 8pm for security reasons.

10. “Fire Safety Instructions for Residents” Leaflet issued this week

Gaye stressed that the “Fire Instructions” leaflet (issued this week to all residents) was a generic document which had to be issued BUT stressed that the instruction for Hampshire Lakes was that **residents should remain in their own premises unless this was the property affected by the fire.**

11. Gutter Surveys

These have nearly all been completed by using our newly purchased **SKYVAC** equipment and most have been found to be in very good condition .

12. Gardening News

Some of the money contributed by HLRA has been used to purchase new plants. A Pogoda will be placed in the centre of the Quiet Square with climbing plants attached.