

Appendix A to Committee Meeting Minutes of 2.5.26

Item 4(a)

Meeting with Gaye on 23.4.26.

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

1. Update concerning the **Repair of the Phase Two Balconies and the Cyclical Refurbishment of the Phase Two Apartments?**

At Anchor's Executive Director level, a decision has now been taken to prioritise the 5/6 properties whose balconies require an urgent temporary fix. If this is actioned, it is considered that Anchor will achieve a better price quote for all the 17 balconies within phase two. Bi-weekly meetings are now being held to pursue this project but no date for commencement has been given.

2. Update re **Repair of Boiler?**

This should now be done on 28th April.

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

The new minibus will be a **Vauxhall Movano**, but no date has been given for its delivery. It will **not** be fitted with a rear-view camera.

4. Redesign of Bistro – As our HLRA Working Party Team of Keith, Roger Pullen and Jenny are ready to commence work on the planning for this, will you now **JOIN** them with a view to agreeing initial objectives and requesting a feasibility study?

Gaye will discuss the starting point and initial objectives with the working group.

5. Parking – May the new “Residents Parking Only” signs be positioned on higher poles, as currently they are obscured when a car is parked in front of them?

Gaye was not happy about heightening the posts for the new signs, but will price-up the purchase of small, unobtrusive, “residents only” signs for each bay. She will also investigate the possibility of creating a “visitors” parking bay adjacent to the recycling shed opposite Pine Bank. She encouraged us to ensure that our visitors used these visitors bays rather than the residents' bays.

6. Gardens

Do you have any further information concerning a plan of the **water distribution points** under phase 2, with a view to sourcing at least two further taps within that area of the village?

Unfortunately, our waterpipe plans may not be accurate therefore several other methods could be used:

- i. Possibility of tapping supply from the tap adjacent to the Visitors' Guestroom.
 - ii. Possibility of tapping supply enroute to a ground floor resident's apartment.
- Trevor and Gaye will look at options, but it must be understood that it is not an easy task due to locations of taps required

7. Our Pond. Discussion re the possibility of purchasing a **floating “duck house”** for the pond was deferred to our May Committee Meeting.

Should we decide to pursue this purchase, Gaye offered to use the cash raised at the Summer Fair raffle.

8. Damaged Fencing. Has the fence been fully repaired and the offending trees either side of it removed?

Both actions have been successfully achieved.

9. Management Cover at Weekends and Bank Holidays. As concern has been expressed that there is no clear indication as to who of **Hampshire Lake's Senior Management Team** is available over weekends, nights and bank holidays, are you able to allay these worries?

There is no official cover by management after office hours (evening, weekend, or bank holiday). The Anchor call is in place for emergencies for both medical and for urgent property repairs, such as loss of power, leaks, etc.

10. A query was raised at our Committee Meeting concerning the possibility of having a **cash dispenser (ATM) at Hampshire Lakes**. As this had apparently been dismissed some years ago, as too expensive, we wondered whether there had been any change of policy in recent times.

There has been no change of policy.

- 11.** We understand that the Reception staff are now **not permitted to accept cash from residents.**

Gaye stated that this was correct, but it has been realised that this would affect contributions from residents for staff leaving gifts, as well as cash for HLE events. However, following discussion, the purchase of a sealed cash box anchored to a wall or desk within the Reception area could provide the solution. The ramifications of this will be discussed outside the meeting.

- 12.** Gaye informed us that she was **ordering new carpets** for the GM's office and Admin office, as both of these had reached the end of the line. We then returned to the subject of the ribbon corridor carpets which in places are in a disgusting state. Gaye agreed to consider paying for a professional deep clean in respect of the most affected areas.

- 13.** Gaye enquired as to the committee's thoughts on **the hiring of the Bistro to local outside organisations**, as her hiring to the local Royal British Legion earlier this month had caused some confusion, probably due to the lack of publicity to residents.

We informed her that we would discuss the matter at our next Committee Meeting on 2nd May and inform her of our deliberations. In the meantime, we agreed that she could extend the invitation to a further meeting next month, but beyond that we would need to have the support of the Committee. It needs to be noted that residents are welcome to come along also.