

**DRAFT Minutes of the 2026 Annual General Meeting
of the Hampshire Lakes Residents' Association (HLRA)
held on 21st September 2026 at 3.pm.**

Present

There were **70** 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: Emrys Parry and Jo Taylor, who has stated that she is very sorry that she is unable to attend the 2026 HLRA AGM, especially as she has been nominated as the new chair. Unfortunately, she had booked a holiday many months ago that now clashes with the AGM. She sends her best wishes for a very successful and interesting meeting, and she hopes to be able to continue the success of the HLRA should she be elected as Chair later today.

2) Approval of Minutes of 2025 AGM

Minutes of the previous AGM, held on the 8th September 2025, 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 2025/26 Summary

This is my last report to an HLRA AGM as chair. I want to thank you, the residents for your help and support over the last year. It's a real privilege to play a part in the life of such a very special community. There can be few places to live where friends and neighbours are so willing to support and help each other.

Now is a time when Residents' Associations are becoming more important, more listened to, more influential. The Government is closely scrutinising the very concept of a Lease and looking at ways to improve leaseholders' rights and change the balance of power between leaseholders and their landlords, to make it easier for leaseholders to challenge and insist on their rights.

In many ways Anchor, our managing agent, has had a difficult time of late. Last year they were downgraded by the Regulator of Social Housing and this year they have managed to lose nearly £40 million pounds! However, despite this, they have addressed some of their failings, are robust financially, and there are some

welcome signs that they are beginning to listen more carefully to residents. We, at Hampshire Lakes, must be very reassured that our properties are not only holding their value but are in great demand.

As I look back on this last year, I must give a special thanks to our secretary Roger. He works incredibly hard with exemplary efficiency, and I have really valued his unfailing support not to mention his expertise and experience.

In addition to myself, there are 3 committee members leaving us this year. Carolyn our membership secretary who has had the unenviable task of collecting the subs and welcoming new residents. Roger Pullen whose invaluable technical advice has contributed to the much-improved sound system in the Bistro and library.

Where do I begin with Joan? Joan has served on the HLRA committee right from the start. She was the first chairman and held this post for 4 years. Then she stayed on the committee taking on liaising with the Bistro and also pursuing our dispute with Anchor concerning the Wellness Centre Income. Residents will be relieved to know Joan's work with Hampshire Lakes Entertainment will continue so we continue to enjoy in house entertainment as well as theatre visits and outings. It is impossible to overestimate the massive contribution she makes to our village.

I would also like to thank Emrys for setting up and running our volunteer drivers scheme as well as Wendy for her help operating the system. The scheme is a massive help to residents.

The village website is really excellent. I think we all enjoy seeing ourselves on the TV in reception and the amount of information about the village which you can find on the website is so very helpful, especially if, like me, you can't cope with all those bits of paper and crucial dates. Just look it up on the website. Thank you Keith.

The village is now enjoying an excellent sound system here in the Bistro. Thank you Roger Pullen and Keith not to mention Trevor and his team.

I would like to welcome back those committee members who are staying and a warm welcome to Sarah and Ellie who are joining for the first time.

You will have a new chair after this meeting. She is a very familiar face and was, in fact our first Secretary - a very warm welcome back (in her absence) to Jo Taylor.

I will now hand over to Roger to introduce each working group's report.

He will then introduce and welcome the new committee.

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

Current Committee: Roger stated that the meeting would now hear from all the current committee members who lead Working Groups. In addition to these, Roger Pullen led on the implementation of our new Bistro/Library Sound System and, although Janet McCombie has no direct responsibilities at present, she keeps a watchful eye on all of us!

5) Working Group Reports

a. Re-Design of the Bistro (Keith Hall)

The new sound system has been installed and the HLE projector mounted on the ceiling. The new system works very well and provides excellent sound coverage throughout the Bistro and Library areas.

Earlier this year HLRA and the GM agreed that the Bistro area layout and decoration needed to be reviewed. A working group of the GM, Trevor and Keith Hall was established and outline plans drawn up.

It has been agreed between the HLRA and GM that the bar and adjacent shelving and cupboards are to be removed and a new bar area established in the corner by the kitchen door.

The draft plans have been reviewed. We are currently waiting for the formal quote and diagram from the contractor.

Under item 8 we have proposed a motion in support of the Bistro refurbishment, which I hope you will support.

It is anticipated that the cost of the project will be paid from the Sinking Fund.

b. Wellness Centre Income (Joan Russam)

Background

The working group's concern is that Anchor retains 80% of the income, (approximately £50,000 last year) generated from external memberships of the Wellness Centre, while the full cost of operating the Wellness Centre is met by residents through the Service Charge.

This matter has now been under active investigation by the Working Group (Joan Russam, Jo Taylor and Emrys Parry) for two years. Although progress has been slower than we had hoped, the group has continued to pursue the issue through every stage of Anchor's formal complaints process.

Progress during 2025/2026

A formal complaint was submitted to Anchor in October 2025. Following stage one and stage two responses, the Working Group remained unconvinced by the explanations provided.

A final meeting with senior anchor management took place in March 2026 in an attempt to resolve the matter. Unfortunately, no agreement was reached.

After careful consideration, the complaint was referred to the **Housing Ombudsman Service** on 23rd March 2026. The Ombudsman is a government body that investigates complaints about housing providers once their own

complaints procedure has been completed. Our complaint has been accepted, and we have been allocated a case reference. We are currently awaiting their decision.

Next steps

Unfortunately, there is currently a significant backlog of cases with the Housing Ombudsman, so we do not know when a decision will be made. The Working Group continues to consider all available options, including whether an application to the First-tier Tribunal may be appropriate, depending on the Ombudsman's findings.

c. Transport (Ann Chelley)

I had hoped that by now we would have received our new minibus, which was ordered some time ago. Unfortunately, delivery has been delayed and is now expected sometime during September/October.

Although our current vehicle has experienced ongoing problems with the tail lift mechanism. I am pleased to report that, following discussions with the manufacturer, the necessary repairs have been completed, and the minibus is now back in service. We had hoped to introduce new destinations and places of interest for our residents during the year. However until the new vehicle is delivered the existing timetable and programme of outings will remain unchanged. The sale of the smaller minibus will go ahead once the new vehicle has been delivered and the proceeds from the sale will be allocated to either the sinking fund or service charge accounts. We would like to thank our drivers for their commitment, support and good humour throughout the year.

d. Maintenance (Roger Pearce)

(i) General

Phase Two Balconies - the five most critical are at last **currently** being tackled by Baker Newman. It is hoped that all the balconies in Phase Two will be repaired prior to the external cyclical refurbishment of all 45 properties. We must give thanks to Gaye for addressing this issue, **particularly as some of the worst affected balconies were reported well over 3 years ago.**

The defects to Phase One Windows are being addressed,
Grab Rails were swiftly provided in all the Wellness Changing Rooms immediately following last year's AGM. Thanks to the Maintenance Team.
The back-up Boiler has now been repaired.

An AquaVac has been purchased to enable high blocked gullies to be dealt with by our own maintenance team, rather than pay outside contractors. This was thanks to a suggestion from our Roger Pullen, which will save us thousands of pounds in contractors' fees.

The groundwork has been completed around the raised flower beds.

Still outstanding are repairs to the walkway from the staff car park to the kitchen and various pathway defects within phase two.

(ii) Parking

In view of Gaye's embargo on residents' index plates being used to indicate their individual parking places, she has provided "residents only" signs for all bays that are unprotected by a general sign. A further "Visitors Parking Bay" has been designated opposite Pine Bank and painted in yellow. **This should only be used by visitors, for whom there are also three similar bays behind Birch, where there are currently a fair number of unused residents bays.**

Gaye is attempting to educate all trade delivery vehicle to use the staff car park and only attend Hampshire Lakes within reasonable daytime hours. She has provided new signage to encourage this behaviour and has already spoken to a number of regular deliverers.

e. Wellness (Keith Hall)

The Instructors

Over the last 12 months we have had a very positive time in all things relating to the Wellness Centre, Annemarie is a brilliant manager, and the Wellness Centre has been running smoothly.

Unlike previous years, we have not had a single unplanned closure of the facility. We have got an excellent team of Wellness instructors who provide a first-class professional service to all Wellness members.

Wellness Classes

All classes remain well attended and we now have new Pilates and Mindfulness classes.

Earlier this year 1 to 1 instructor sessions were introduced; the aim of which is to get people, who do not attend the gym, up to a level of fitness to enable them to join one of the scheduled classes. The 1 to 1 session is also good for anyone returning from a period of illness or injury.

Equipment Changes

The second access rail into the pool and the automatic access doors to both the changing rooms have been successfully installed.

Abductor Machine

During last week's Annual Budget Review meeting Gaye mentioned that a suggestion had been made to purchase an Abductor Machine.

For those of you like me who had never heard of an Abductor Machine, it is a fitness apparatus designed to target your outer hips, thighs, and glutes, helping you to build definition and improve your functional fitness. Annemarie and Gaye are reviewing the suggestion and available options.

Non-Residents

We currently have 60 Non-Residents members with **only people living in the Parish of Yateley** being added to the waiting list.

f. Bistro (Joan Russam)

Overall, there has been a noticeable improvement in the Bistro during the past year. The menus are more imaginative, the quality of the food is generally good, and attendance has increased. Consistency, however, remains an occasional issue.

Residents are often reluctant to send food back or raise concerns at the time, preferring to discuss them with each other afterwards. While understandable, this does not help the catering team to address problems. If you are unhappy with your meal, please let the staff know. They are keen to put things right and will respond positively.

The regular meetings between management and residents have continued throughout the year and provide a valuable opportunity for residents to share their views and suggestions.

Residents have also continued to express a strong wish for dining to be available every Saturday evening.

The planned refurbishment of the Bistro remains at the planning stage, and we look forward to hearing more about its progress in due course.

g. Grounds and Gardens (David Allan)

The irrigation system in the pond is now functioning. The pond has flourished with water lilies at their best, but sadly the rhododendrons were burned to death. The woods at the rear of Hampshire Lakes had their annual trim leaving the pathways clear for the walkers. Whilst the storm ditches had their annual trim with the removal of a fallen tree. General maintenance of gardens was fully carried out throughout the year by the staff gardeners and some of the residents. Water hoses were serviced throughout the gardens enabling watering to be available as and when required in 90% of the village. However, the village green requires a permanent tap to be actioned as soon as possible. The patios and car parks had their annual spray of insecticide but may require further attention at a later stage in the season. The pile of garden waste is growing rapidly and so should we not look at getting the shredder out of the gardener's shed and use it and make our own mulch for the gardens. HLRA would like to congratulate the staff gardeners for their sterling work throughout the year and also the residents who have worked so hard to enhance our gardens with their timeless commitment to bringing a wonderful array of colour to our lives.

h. Less Able Residents (Ann Hill)

I really only became involved with Less Able Residents in February this year. I was approached by two ladies who rely on their scooters and walkers, and they said they were concerned by the unwelcome attitude of the staff in the Bistro.

They found they were unable sometimes to sit with their friends and were asked to remain close to the door of the Bistro, so their aids were not a hindrance to other members who were dining. I raised the subject with the Committee and at their next meeting with Gaye, the subject was brought up. Gaye did sympathise and she promised to have a meeting with the relevant staff. Since then, there have been no further issues regarding the scooters and walking aids. As well as the staff in the Bistro now being helpful, many residents when they see others who need assistance are only too ready to give a hand.

The only other issue I have been concerned about was the Emergency Anchor Alarm Call System. The alarm system was disrupted after a lightning strike. It was suggested that we keep our mobile phones handy in case a problem occurred. I did write a short memo to Gaye after some residents told me how worried they were that they might have a fall or need assistance in the night. They said they did not always have their mobile telephones with them or that some did not even possess a mobile telephone. Fortunately, the problem was rectified a few days later. From the 17th June, all apartments were given a temporary alarm service which includes a call pendant. We are not aware, as yet, how long it will be before a permanent solution is in operation.

h. Communications within the Village (Keith Hall)

Reception TV

The Reception TV video has been quite popular, is updated at least once a week and continues to be enjoyed by residents and visitors. This provides general information of interest, details of future events and sometimes recent event videos. Reception TV is provided at no cost to residents and visitors and is also available on the village website.

Village Website www.hlra.info

The HLRA website, which was established in September 2022, now provides over 70 pages of information relating to the village, highlighting future events and Bistro menus.

All Committee documents and minutes are uploaded to the website, as well as the current Wellness class timetables. Information is provided covering the monthly Activities Programme. the Minibus timetable as well, for example, Traders Recommended by our residents.

The website is best viewed on a tablet, laptop or PC, when using a mobile it is best viewed in Landscape.

On average we get 190 visitors per week to the website who look at approximate 854 pages of information, an average of 4 pages per visit.

The village website is funded from HLRA funds.

Babble and Speak Talks

Previously known as Reveille and Speedbirds the monthly Babble and Speak talks have been a major success, in July we had our 17th monthly talk. On average we get 30 to 40 people attending the talks. Thanks to the new sound system everyone can clearly hear everything the presenters are talking about. The mounting of the HLE projector on the ceiling has made the management of events much easier for the organisers.

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 have been made available, together with the examiner's report.

There were no questions raised about these accounts.

Treasurer's Report on the year ending 30 June 2026

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

Members were then asked to re-appoint Paul Sudell as examiner for the current year, which was duly proposed, seconded and carried nem con.

7) Membership Secretary's Comments (Carolyn Hill)

The current number of residents is 125 including 14 new ones this year.

There are now only 7 Vacant apartments.

A few people have still not yet signed up for this year, but they will be able to do so in the Library following today's meeting.

We held two successful "new Residents' tea parties" which were well attended and helped them to get to know each other and the Committee.

It's been a privilege being membership secretary for the past two years, welcoming new residents and introducing them to their new surroundings and watching them make new friends as they settle in.

I would like to thank the Committee for their help and friendship during my last three years as membership secretary. Thank you!

8) Motions proposed by the Committee

There are 3 motions proposed by the Committee, but before we deal with these I must draw your attention to the Agenda item 9 where an amending motion has been submitted by two members in relation to Motion at 8.a.

These particular two motions are:

Motion 8.a. proposed by Roger Pearce and seconded by Keith Hall

that the meeting approves the proposal that

“the HLRA continue to 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 December 2026 with refurbishment completed within nine months, by September 2027.”

9. Motions proposed by Members:

Motion 9. proposed by Jo Taylor and seconded by Joan Russam

that the motion at 8.a is amended to state that **“the HLRA Committee continues to work with Anchor Management to redesign and refurbish the Bistro/Bar area to provide a cost effective, affordable, attractive and multifunctional space. Ideally the design to be mutually agreed with outline costs obtained by the end of 2026.”**

The Secretary (Roger Pearce) then informed the meeting that he had discussed both motions with Jenny (our Chair) and Keith (his seconder in relation to Agenda Item 8.a) and with Gaye (GM) concerning the target date for completion. ***He stated that they are all agreed that although the amendment at Agenda Item 9 only slightly changes the emphasis of ours, it does however stress “cost effectiveness” and “affordability” and, as far as the final date of completion, Gaye stated that she would like to aim for the end of 2027.*** However, as the meeting will all be aware, even if the village were to give its support to proceed (once all the information is available), there will be hurdles to overcome with Anchor senior management as well as other legal procedures.

As a result, they had therefore decided to withdraw their original motion at Agenda item 8.a and support the amending motion (at agenda item 9).

Before he moved to any further discussion or vote, he reminded the meeting that the committee’s broad intention, declared three years ago, was to seek ways in which we could make the best use of the few community spaces available to our residents at Hampshire Lakes.

The first challenge was the Reception area, which most residents agree has been greatly enhanced. **The “Re-design of the Bistro” would be a further step along the way, dealing with an area that has already been enhanced in part by residents’ involvement:** e.g. acoustic ceiling panels to muffle sound, ceiling mounted projector and screen and a static sound system to cover both Bistro and Library.

He then returned to the amending motion and asked whether, in the absence of the proposer, the seconder, Joan Russam, wished to speak?

Joan said that she would like to emphasise the need for the village to be aware of the potential cost of the work and how this will be funded, especially in the light of upcoming expense related to the phone system and other village developments. We also need a proper assessment of the pros and cons, possible alternatives, and a funding commitment that is absolutely established. Given a thorough investigation of these issues, I am in favour of the motion

There being no further comments, the motion at Agenda item 9 was approved by a show of hands, with one dissenter.

Motion 8.b

Motion proposed by Roger Pearce and seconded by Jenny Hydes that the meeting approves the proposal that **“the size of the Committee is decreased to 10 for the forthcoming association’s year”**.

As the proposer, the Secretary (Roger Pearce) stated that there was an agreed decision by the committee to reduce its size this year to ensure that every member could have a significant role. As only 10 members were proposed, we recommend that the size of the committee be reduced to 10.

The motion was approved by a show of hands in favour nem con.

Motion 8.c

Motion Proposed by Sam Dauncey and seconded by Carolyn Hill that the meeting approves the proposal that **“Membership Fees be increased to £20 per full member with effect from the beginning of our next financial year (1st July 2027)”**.

Sam introduced this motion by saying that the Association needs to build up a sort of 'sinking fund', so that it can afford items such as limited professional help, should we need it.

From the accounts you can see that we held only £2,866 at the end of the last financial year. That was about £400 less than a year earlier. The three largest items, some £500 each, were subsidising the Xmas party, buying plants, and

funding the website (including two years' use of "Wordpress" hosting). In addition, insurance for the Volunteer Driver Scheme was just over £100 and there were smaller items, such as prizes for a quiz evening and greetings or condolences cards.

With £15 from each of about 100 members, we now have an annual income of only £1,500. Ten years ago, when the Association was formed, the subscription was £10. But, having no funding for social activities, we increased it to £15. My proposal is that it be increased to £20 as from the beginning of the next financial year (1 July 2027). This increase is equivalent to about 3% per annum over ten years - quite modest.

I would also suggest that the committee remember Mr Micawber and bear in mind the need to underspend, not overspend, the income.

At this point Adrian Hobbs suggested that the use of HLRA funds should be carefully considered. In particular, the funding of such items as the purchase of plants and the Christmas Party, etc, should be examined, with the question as to whether this is the correct way in which to use this account.

Jenny Hydes (Chair) responded by saying that every single item of expenditure was approved by the committee,

Joan Russam said that the Christmas Party was to the benefit of all. We do not give money for nothing.

Rita Wakeley gave her support from the floor stating that she approved of the motion.

The motion was put to the vote with by a show of hands in favour nem con.

9) Election of Officers and Committee

The Secretary drew attention to the list on the back of the Agenda (now attached as Appendix A) and introduced the ten members, who had all been correctly proposed and seconded for the ten vacancies on the committee.

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

10) Any Other Business

(a) Update on Hampshire Lakes Volunteer Drivers Scheme (HLVDS) (Keith Hall)

The committee would like to record a very special thank you to Emrys and his team, Wendy, Roger Pearce and Keith - and all the Volunteer Drivers for their very generous support providing transport to resident's medical appointments and for managing the back-office activities. To use the scheme Hampshire Lakes residents need to be members of the HLRA and scheme users are only charged 50p per mile for the service. The scheme is provided insurance cover by Ansvar Insurance which is paid for from HLRA funds. Since the start of the scheme in May 2023 there have been over 730 journeys traveling over 5300 miles and saving residents over £20,000 in taxi fares. In the last 4 months alone residents have saved over £2,500 in taxi fares.

Thank you Emrys, Wendy and all the drivers.

For information only: **Journey Totals each year**

Year	Journeys	Miles	Residents have saved
2023	297	1284	£2,438
2024	231	2096	£9,269
2025	153	1430	£6,369
2026	50	492	£2,559
Totals	£731	5302	£20,635

Current VDS Taxi price per mile: £5.17

At this point, as an expression of thanks from the members, farewell gifts were presented to Jenny and Joan, the two long-serving members, who were standing down today.

Any Other Business (continued)

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

- (b) **Transport Query:** Jeanette Graham stated that the problem with the current minibus was its lack of space for more than one wheelchair, to which Ann Chelley assured her that the new vehicle would have rear seats that can be taken out to allow for more than one wheelchair/pusher.

The Secretary then passed back control of the meeting to the retiring Chair, Jenny Hydes.

Jenny asked Gaye whether she wishes to address the meeting.

Gaye addressed the meeting by thanking the committee for all their hard work, stating that she will continue to do her best to support them.

There being no other business, the retiring Committee Chair declared the meeting closed at 4.15.pm.