

# *Netherne Management Limited*



To: All Members, Netherne on the Hill

July 2016

This is Netherne Management Limited's mid year update for 2016, and follows the Directors Report presented at the AGM on 16 April 2016. This was a very well attended AGM and we were pleased to see so many residents come out to support us. We know there is much interest within the village on what is happening with our facilities, and we have been trying to ramp up our communications.

Our goal is to issue quarterly updates, with two of these being by way of a half yearly letter that will be distributed with service charge invoices, and two by way of a website update (including a link to that update from the Netherne Facebook page). If other ad hoc communications are required, we will use a website/Facebook update.

We also send out all of our communications by email (from NMLupdates@gmail.com), to any member who has asked to be included on our email distribution list. Emails will only be sent by blind courtesy copy to all recipients. If you would like to be added to our email distribution list, please complete your details by typing the following link in your internet browser:

<https://www.surveymonkey.com/r/NMLEmails>

## **Finances, debt and service charges**

- At the end of 2015, NML's reserves were £541,000. These are needed to meet the cost of large, non-regular repair and maintenance work, and the costs of improvements to the Estate, Village Hall and Leisure Centre. Such costs are not met from budgeted service charge income.
- At the end of June 2016, total reserves were estimated to have increased to £560,000, with non service charge income exceeding major works costs for year to date.
- At the end of 2015, our total debt (amounts due from members who were not paid up with their service charges) was £31,000.
- Our total debt has now reduced to £17,000 as we have continued to chase down our debtors. This is an all time low. We hope to make further inroads into this figure during 2016.
- We urge all members to set up direct debits to pay their service charges, to avoid the risk of inadvertently forgetting to pay a service charge (and becoming a debtor in the process).
- Insurance costs for the village hall and leisure centre rose last year, and are expected to rise again this year after the plant room flood (see below). We expect this, along with inflationary increases in other costs, will result in an increased service charge budget for 2017.

## **Village Hall**

- We undertook a deep clean of the hall flooring in April, at which time new badminton courts were also marked out. It is great to see the new badminton club operational on Thursday nights.
- Work is underway to assess the under-stage area for damp, and required remedial action.

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## **Leisure Centre**

- On the evening of 12<sup>th</sup> July, the plant room in the Leisure Centre suffered extensive flood damage, and the fire brigade had to attend. This was due to a failure of a coupling on the water inlet which resulted in the sump pump failing, hence the build up of water.
- This was a major incident, and our insurers have been put on notice of the potential claim. The Leisure Centre had to close for three days whilst electrical and water supplies were restored and everything checked over.
- Thanks to the efforts of the Nuffield team, and numerous contractors who were called to attend to various works caused by this unfortunate incident, the gym was able to reopen on 15<sup>th</sup> July.
- It will still take some time before the pool can reopen, but in the meantime arrangements have been made with the Nuffield Croydon facility to permit NML members use of the swimming pool there whilst our pool remains closed. Please contact Ciaran and his team at the Leisure Centre for more details.

## **Hooley footpath**

- The ground works to install lighting on the footpath to Hooley started in May. The power cabinet (situated at the bottom end of the path) has been built and UK Power Networks have put cabling in and provided power connection.
- The project has however been beset by a number of delays, including the inclement weather (in June and early July) which meant it was not viable to complete the concrete pouring. There has also been continued vandalism to, and theft of, equipment during this project.
- The new estimated completion date for the project (including clearing away of all rubbish) is Friday 5<sup>th</sup> August. Please do take care when using the path over this time as there will naturally be some disruption to the ground surrounding the footpath.

## **Estate**

- We went through a full consultation process last year on commercial dog walking, and are pleased that we have two very capable and recognised licensed commercial dog walkers in the village – Rachael Woollett and Karen Madden. Karen has now also obtained the necessary license from Reigate and Banstead council to also be able to board dogs.
- It was mentioned at the AGM that there is an inconsistency between the number of dogs a resident is currently allowed to walk in the village and the number allowed to be walked by a commercial dog walker, which is 4 dogs. We also know that there are safety concerns from many residents about packs of 5 or 6 dogs being walked in the village, especially after the recent dog attack that occurred in the village. We have sought opinion from the Residents' Association on this issue, and they agree with us that it would be sensible to have consistency on the number of dogs allowed to be walked by residents and commercial dog walkers alike, that is 4. We will consider taking this to another consultation, although if you have any thoughts on this issue please share these with us by emailing [NMLupdates@gmail.com](mailto:NMLupdates@gmail.com).

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## **CCTV project**

At the AGM, we explained we were carrying out a feasibility study to introduce more CCTV in the village. Following the AGM, we met the crime prevention officer at Surrey Police, who advised that much due diligence is required in advance of implementing any system. Due to our other time commitments on NML responsibilities, we have not yet been able to undertake this due diligence, but will do so over the summer.

## **Netherne Community Bus**

The Netherne Community Bus is not funded by the service charge budget and is entirely reliant on fare income from passengers. The Bus Company is a separate company from NML, but has the same Board of Directors. We include it in our updates as we know many Netherne commuters rely on this valuable service.

We noted at the AGM that servicing and maintenance costs have been increasing over the years, and we will eventually need to buy a replacement bus in two or three years' time. To help fund the purchase of a replacement bus, the cost of a book of ten adult tickets increased from £15 to £16 from 4<sup>th</sup> April 2016. This was the first time we have had to increase ticket prices after four years of running the service.

The bus timetable has had to be amended recently, following a new "emergency" timetable introduced by Southern rail. In particular, the first morning drop off covers both Coulsdon Town and Coulsdon South stations.

We have noticed a small decline in passenger numbers recently, which is a slight concern. We speculate that this may be due to the partial reopening of Lion Green car park, or simply the result of the recent reliability problems at Southern rail.

## **Summary**

We hope you have found this to be an informative update. 2016 is proving to be another busy year for NML, which can only be summarised in a short newsletter.

The Directors of Netherne Management Limited:

Steven Buczek   Jo Robins   Robert Murdoch   Nikki Le Cluse   Rajen Shah   Lee Sheldon