

# Netherne Management Limited



To: All Members, Netherne on the Hill

December 2017

This is Netherne Management Limited's last newsletter for 2017, and is being distributed with the Q1 2018 service charge bills.

We send out all of our communications by email (from NMLupdates@gmail.com), to any member who is 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 provide your contact details using the following link: <https://www.surveymonkey.com/r/NMLEmails>

We have also started up a Facebook group, just for NML members, as another communication channel. If you are on Facebook, please join the group - it is called "**Netherne - NML Members**".

## Summary

It has been another busy year for NML. Those of you who attended our Annual General Meeting in May will know that we had set ourselves the following priorities for 2017:

- Address the damp issues at the village hall
- Complete the refurbishment of the cricket pavilion and make it available for private hire and as a community resource
- Source a replacement for the Netherne Bus
- Investigate a village CCTV system.

We are pleased to report the first three of the above objectives should be complete by the year end, and there has also been further progress with the CCTV goal. We have also had other tasks and challenges presenting themselves during 2017 and we have met all such challenges head on.

## Estate Security and CCTV

Members will be aware that in July the village suffered from a number of garage break-ins. NML were quick to act and hired a company to conduct overnight security patrols. This was not budgeted expenditure for 2017, but had a very positive effect on the village in terms of reduction in crime, reduction in anti-social behaviour, and improved community confidence.

NML also deployed the services of private security patrols over the Halloween/Guy Fawkes period. During this time, this visible deterrent proved effective; there were very few reports of anti-social behaviour, no crimes were reported, members of our community felt reassured and engaged positively with the private security patrols, some valuable intelligence relating to perceived drug dealing was passed to the police and some general security advice was fed back to NML about security arrangements of contractors working within Netherne (in and around Anthony House/Village Hall). Overall it was a worthwhile deployment.

For the 2018 budget, we have made a small provision for random overnight security patrols, as we believe they will continue to help keep crime and anti-social behaviour at bay.

CCTV is a complex and demanding project and has taken much time to progress to the current stage. Out of nine different companies who were approached to provide a service, three have now been invited to an interview and selection exercise. There are two other strands to this project: 1) Continued

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liaison with Reigate & Banstead Council / Surrey County Council concerning the use of their lamp posts (for drawing power); and 2) Due diligence work with the Information Commissioners Office with regards to the use of CCTV.

If members feel they wish to discuss any particular security concerns, they should contact the NML board via our managing agent, Michele Gallagher, at [mgallagher@shw.co.uk](mailto:mgallagher@shw.co.uk)

## Finances

Our finances remain healthy, with our reserves able to withstand the cost of large, non-regular repair and maintenance work, and the costs of improvements to the Estate, Village Hall and Leisure Centre. The significant costs to attend to the damp issues at the Village Hall are being met from our reserves, and so do not impact on service charges. However, as a result of these and other costs (such as the cricket pavilion refurbishment and Hooley footpath lighting), our reserves have been falling.

The 2018 service charge budget has been set. As mentioned above, we have included a small provision for random security patrols during 2018. This, together with various inflationary pressures, mean that next year's service charges will be slightly higher than 2017 charges. Members will see an average increase of 3.5%, less than the current rate of Retail Price Inflation.

Our debt (amounts due from members who have not paid their service charges) remains under tight control. Most of our debt now rests with just a handful of members. We continue to find it surprising that some members still choose not to pay their service charges on time, preferring instead pay a higher sum including interest and our legal costs of debt recovery.

## Village Hall

As mentioned in our September newsletter, we appointed a company called Stone Edge to deal with the Netherne Village Hall damp works. The main works began on 25<sup>th</sup> September. We encountered a delay whilst permission was sought from Surrey County Council to connect up the new drainage system to existing manholes. Surrey County Council have not been responsive and in order to keep the project moving Stone Edge and the drainage sub-contractors have therefore explored an alternative soakaway solution. This alternative has been approved and the works with the soakaway solution are still expected to finish this year (other than the final landscaping part of the project which will have to wait until Spring 2018).

The exterior of the hall has been cordoned off for the duration of the project. As the works are all to the exterior of the hall, the hall has continued to be available for daily activities. These include the Netherne Stay and Play Group, Kung Fu classes, 5-a-side Football, Badminton, a Dance Academy and the Netherne Youth Club.

The Netherne on the Hill Residents' Association (NOTHRA) also use the hall for events, and had the most successful quiz night ever on 18 November with over 125 residents attending!

At the suggestion of George Frogley (retired manager of the former printing unit at Netherne Hospital), a time capsule was buried in the grounds of the village hall on 18 November. Our resident local councillor, Keith Foreman gave a speech and unveiled the plaque - noting that the time capsule is not to be opened again until April 2109 (which will be the bi-centenary of the opening of Netherne Hospital). We are pleased that this event was well attended by residents, and also attracted the attention of the local press with articles in both the Caterham and District Independent and the Surrey Mirror.

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## Leisure Centre

Issues with the turnstile, water fountain & a number of pieces of gym equipment were resolved over the course of the year. A new swimming pool lane rope has been installed, as has a new pool cover. We also carried out a full review of all the gym equipment to see what needed to be replaced. New equipment is on order and is expected to arrive in the new year.

We have been reviewing the current list of members of the Leisure Centre, and have identified a number of issues that we need to resolve. An update exercise is required to rectify these issues, to ensure the membership list is as accurate as possible. The issues include membership cards in existence for people who have moved out of the village, or who are not paying a service charge to NML that includes a contribution to the Leisure Centre costs. Residents in the village who do not pay the appropriate service charges to NML can still be members of the Leisure Centre, provided they pay monthly membership fees.

To resolve these issues, from 1<sup>st</sup> December 2017, we have been deactivating a number of membership cards. We are endeavouring to minimise the impact of this process on legitimate members but it is likely some cards will be deactivated incorrectly.

For this reason, we are asking all members to bring photo id **and** proof of address with them the first time they visit the gym after December 1<sup>st</sup> in case it is required. If all is in order and you satisfy the membership requirements, Jason and his team will then reactivate your card and ensure your details are correct.

We thank you for working with us on this matter; the Leisure Centre is a great asset to the village and we hope you enjoy utilising the facilities, and apologise for any inconvenience this may cause.

## Hooley Footpath

Over the summer we worked with the contractor who installed the footpath lighting, to find a way to better protect the lighting bollards which are situated on the top part of the footpath. Three of those bollards were vandalised in spring. A solution was found and the work was completed in October.

## Estate and Cricket Pavilion

At the start to the footpath (on Netherne Drive) we have installed another wooden fence (similar to those that already sit on the way up Netherne Drive) to help prevent unauthorised people accessing our land.

The Pavilion refurbishment is practically complete with a new hand-wash basin and hot water supply being added in the main kitchen area, along with new fridges and a dishwasher. Improved LED lighting has also been installed along with insulation in the main ceiling area void. The patio was completed as well, and we are currently investigating better heating solutions.

The Board is very pleased that a team of volunteers has been able to start a community coffee shop, initially opening on Saturdays from 10.30am to 3.00pm, in the Pavilion. Initial feedback has been fantastic, with supplies of cake running out on the day of the grand opening ceremony on 18 November! We wish the Pavilion Cafe team every success and hope that the demand is such that the coffee shop can open on more days a week :-)

Of course, the Pavilion is also available for private hire by residents and this can be arranged by contacting Laura Ritchie at SHW on 0207-389-1514 or [lritchie@shw.co.uk](mailto:lritchie@shw.co.uk) A chess and table tennis club has started on Wednesday evenings in the pavilion, and we hope the venue would be suitable for other clubs and activities.

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The old scoring hut has been restored, with the damaged external scoreboard being removed, replaced with feathered wood slats and the entire exterior painted in line with the colour scheme of the Pavilion.

New waste bins have been added around the village green, and the damaged bin for dogs mess has now been replaced on the path near the cricket pitch.

## **Netherne Community Bus**

The Bus Company is a separate company from NML. We include it in our updates as we know many Netherne commuters rely on this valuable service.

The Bus reached it's five-year anniversary in April 2017. It was purchased second hand and served us well. However, with servicing and maintenance costs continuing to rise for this vehicle we took the decision to lease a new bus from July 2017. The new bus was expected to be with us in October, but there has been a delay with its production. In the interim, we have temporarily hired another bus.

As in previous years, there will only be a limited bus service between the Christmas and New Year period; details will be conveyed via the Netherne Bus Facebook page and the Bus email account.

The Netherne Community Bus is not funded by the service charge budget and is entirely reliant on fare income from passengers. Ticket sales have not been as high as we would like, and ultimately the costs of running the bus service have to be met from passengers. If more people use the service, we will be able to keep ticket prices at current levels. Please do try and support this community service and use the Bus (rather than your car) to get to/from the station whenever possible!

## **NML Directors and AGM**

Being a director of NML is a very responsible, varied and time consuming role. However all Directors volunteer for the role of running the Company and making the village a better place to live, and we are not paid for the work we do.

The Annual General Meeting of Netherne Management Limited took place on a Saturday morning in May. Attendees fed back to us that it was another excellent AGM, but we are keen to get a greater attendance at the next AGM. We hope that all members are interested in hearing about what's happening in our village. We would therefore like to understand members' preferences for the day/time of the next AGM, which will be held some time in April 2018. Hopefully we can find a day/time that permits as many members as possible to attend! Please could you complete a short survey to let us know the preferred days/times that you could attend the next AGM. It should only take 2 minutes to complete. Just type the following survey link into your internet browser:

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

We will analyse the results of this survey before deciding on the date/time of the next AGM, but expect it to be sometime in April 2018.

We are also looking to trial a walk-in "director's surgery" in the New Year, and depending on the uptake we may look to hold these quarterly. This will be an opportunity for members to drop in to the Pavilion and have a chat (over a coffee) with a couple of directors. Again, watch out for more details on the first surgery, which will be communicated by email and the NML member Facebook group.

Wishing you season's greetings and a happy New Year.

The Directors of Netherne Management Limited:

Steven Buczek          Alex Rodell          Lee Ronan          Rajen Shah          Lee Sheldon          Gary Smith