

# Netherne Management Limited



To: All Members, Netherne on the Hill

December 2018

This is Netherne Management Limited's last newsletter for 2018, and is being distributed with the Q1 2019 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**".

## Finances

Our finances remain relatively 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. This year, this has included the final payment to attend to the damp issues at the Village Hall, new gym equipment, roofing works to the hall and leisure centre, treating the goats rue and installing a defibrillator outside the hall. Such costs have been met from our reserves and so have not impacted on service charges.

However, as a result of such costs (in 2018 and prior years) our reserves have continued to fall. We are conducting an analysis to see what future (non-regular) costs we may expect to incur in the next five years - such as new boilers, new roofs, and decorating works. We want to be sure that our reserves (and the non service charge income streams that support our reserves) will be sufficient to meet such costs. If they are not, we will have the undesirable situation of having to include provisions within future service charge budgets for such non-regular costs. With our existing reserves position, this has not been necessary in recent years. The analysis we are carrying out will have a bearing on whether we can safely meet the costs of installing a village wide CCTV system from our reserves, or whether we will need to ask members to bear some (or all) of these costs.

The 2019 service charge budget has been set. With various inflationary pressures, next year's service charges will be slightly higher than 2018 charges. Members will see an average increase of 3.9%.

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.

## The Village Hall

The Village Hall has had various repair and maintenance works this year. The most high profile project has been the drainage works successfully completed by Stone Edge and presided over by Donald Insall Architects. Landscaping was conducted shortly after the maintenance works in order to restore the Hall's unique, period exterior design.

The Hall also suffered from serious leaks via the tower in its roof. As you have no doubt seen, scaffolding was erected and taken down only recently. These issues have been inspected and further work was authorised in order to repair the leaks. We are pleased to say that not only were the leaks repaired but some much needed 't/c' was conducted on the roof including new slates, woodwork and lead flashing.

The Village Hall currently hosts a very busy week. There are a range of clubs and activities for villagers to partake in on nearly every day of the week. This includes ballroom dancing, playgroups, badminton,

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table tennis and much more. We are also pleased that the youth group has been able to resume exciting activities for the village youth. It now runs between 6.30pm and 8pm on Thursday evenings.

## Leisure Centre

Christmas came early for our leisure centre members in 2018 with the successful delivery and installation of our new gym cardio equipment. We have had lots of positive comments about the new equipment which is great.

The remainder of 2018 saw us focus on a number of essential maintenance tasks, including replacing one of the boilers, replacing the broken Air Handling Unit, repairs to the roof, replacing the failing poolside lights, and various other 'plant' machinery.

As we look forward to 2019 we will aim to address some of the remaining maintenance tasks like refurbishing the showers, painting the walls, changing cubicle doors, repairs to the pool ceiling, etc.

If you have any comments or suggestions for the leisure centre, please speak to a member of the Nuffield team who will always pass these on to us for discussion at our monthly meeting.

As always the leisure centre will operate reduced hours over the Christmas period. This will be advertised soon but like previous years weekend hours will operate between Christmas Eve and New Year's Day, with the site shutting on Christmas Day, Boxing Day and New Year's Day.

## The Pavilion

The Pavilion Café goes from strength to strength, with the volunteer Directors there doing an amazing job each weekend creating such a warm and inviting environment for residents to meet and enjoy a brew and a slice of cake. We congratulate everyone involved in the running of the Pavilion Café and we look forward to seeing further success in 2019.

Further improvements to the Pavilion have been made in the last 12 months including new heaters in the main area and enhanced electrics. We have also been in contact with external contractors to explore how to install a portable ramp solution that would help with access to the Pavilion for our visitors who are wheelchair users or those with prams. This is proving slightly more complicated than we had expected, with several contractors deciding to pull out of supporting us with the project. We have, however, spoken with a leading provider of access ramps and we hope to get this back on track in the near future.

We do have several groups who are now regularly hiring the Pavilion for sessions, including a Yoga class and, soon to commence, singing lessons on a Friday morning!

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)

## The Estate

A great deal of effort has been made in the last 9 months to help reduce the amount of goats rue that we have in large amounts in the area around the amenity fields. Left unchecked, the goats rue would eventually take over from the majority of the grasses and foliage and we'd be left with nothing but goats rue.

To this end, NML hired a specialist gardening contractor to work on cutting back the goats rue and then to conduct spot spraying to help get the plant under control. This work will continue into 2019 with plans to turn one of the fields into a flower meadow over time. We are grateful to local residents in the Village who have helped shape this plan with their advice and expert knowledge.

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Unfortunately, we have had to remove several diseased and dying trees during the past year but, as always, we will replace these trees as soon as the tree surgeons recommend that the ground is suitable for replanting.

Work has commenced on re-seeding the goal mouth areas on the main football pitch and we aim to have this completed before the Spring of 2019.

Responding to some requests from residents for more park benches on which to sit and enjoy our wonderful environment, we have recently added three more benches for residents to use, which can be found just off the main pathway and near the tennis courts.

Another suggestion from a resident was to install a defibrillator on the outside wall of the Village Hall which could be incredibly helpful in the event of an emergency on that side of the Village. The equipment has now been installed (just outside the main entrance to the Hall) although we naturally hope its use is never required.

## **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.

It has been a year of change for the Netherne Bus. We finally took delivery of our new leased bus in January. Then at the end of March we said goodbye to our regular morning driver, Phil Hunter, and welcomed Claire Foard who took over from him.

We had to implement another ticket price increase this year. We know that increased prices is never good news for our passengers, so we have committed to a two year price freeze.

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.

## **Security Update**

We issued a comprehensive security paper in September 2018; that paper detailed where we were with the CCTV project and security patrols, and provided comprehensive security and general safety advice. If you have not seen that paper, you can find it on our website [www.nmanltd.com](http://www.nmanltd.com) We do not propose to repeat the information provided in the security paper; below you will find news of mainly what has occurred over the last quarter.

### CCTV

The project has taken a setback in the last quarter, as Surrey County Council have twice rejected our application to provide CCTV in Netherne using existing street furniture. In essence, they are looking at reducing costs and see the attachment of equipment and the use of electricity on their street furniture as not cost effective.

Therefore, further site meetings have taken place to understand if an alternative solution can be provided. The contractors for the CCTV project and associated electrical/groundwork have been creative in how this could happen and we feel we have found a viable alternative. This will involve the use of electricity and building attachments within the Netherne estate. To progress this, SHW are in the process of writing to various management companies to seek their permission for this. This will lead to a revised costing for the project and then an EGM for our members to invite their support for the project; it is likely that costs will rise but it is anticipated that they will not be dramatic. As noted in the Finance update, however, due to the need to safeguard our reserves to deal with repair and maintenance works to our facilities, we may need to ask members to bear some or all of the CCTV costs.

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## Security Patrols

A small provision (£5,000) for security patrols was allowed for in the 2018 service charge budget. Security patrols are not cheap, and the provision has already been utilised for this year as the patrols were deployed following a spate of burglaries in the village over the summer/early autumn. We will do what we can to continue to provide some deterrent, and we have maintained the provision in the 2019 budget. However, residents should also take all steps possible to secure their properties. This was detailed in the September update.

## Surrey Police

In late summer/early autumn, Surrey Police carried out some high visibility patrols in the village, but with offences scattered across the borough it makes it hard for them to focus on any one particular area with the resources they have. We were very pleased to learn that in November an individual was arrested and charged with over 20 separate burglary offences in Surrey. Well done to Surrey Police for working so hard on this case!

***Please take some comfort in the fact that Netherne remains one of the lowest crime areas in Surrey. Having said that, it is important that we work together as a community to drive down crime and anti-social behavior.***

## Estate update & general security advice

Some security signage has been put up around the village. There have been two Directors' clinics in the Pavilion in May and September, the last one being security focussed. The NML director with responsibility for security issues has quarterly meetings with Surrey Police to ensure Netherne remains within the policing plan for Surrey where resources allow. He has also provided general advice in 1-2-1's with residents and has carried out ad hoc patrols to monitor safety and maintain the confidence of local residents.

If you are interested in private CCTV for your home, please watch out for an upcoming advert via the Netherne Local Services page on Facebook. In the meantime, please feel free to contact the Security Director if you would like any advice or share any concerns. You can do this using the 'Ask the Director' Notebook - which you will find in the Pavilion during café opening times. Also, if you are interested in starting a Netherne neighbourhood watch, please leave your details in the Notebook.

## **Director clinics and AGM**

Following a survey asking for member preferences, we held this year's Annual General Meeting on a weekday evening. We expect to hold next year's AGM on a weekday evening; date still to be advised but likely to be in April or May.

If you are unable to make the AGM, remember that you can meet with us at the "director's clinic" that is held quarterly in the Pavilion. Details of the next clinic will be communicated shortly by email and the NML member Facebook group. Residents are welcome to come along to discuss any security or other issues in Netherne.

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