

Netherne Management Limited

Company Number: 04026814 Registered Office: One Jubilee Street, Brighton, BN1 1GE

Minutes of the Annual General Meeting held on Saturday 6 May 2017, commencing at 10:00am in the Village Hall at Netherne on the Hill.

Please note: Within these minutes "QFTF" indicates Question From The Floor and "CFTF" Comment From The Floor as it was not possible to record the names of all attendees asking questions and making comments during the meeting. "Board Response" indicates where the Board responded to a question raised at the meeting.

1. Attendees

NML Directors (the Board): Steven Buczek (**SB**), Robert Murdoch (**RM**), Rajen Shah (**RS**), Gary Smith (**GS**) and Lee Sheldon (**LS**)

Director Apologies: Alex Rodell

Secretary: Mrs J Robins

Members:

Miss J Axcell & Mr L Ronan, Mr A Baderin, Ms C Cattini, Mrs L Coughlan, Mrs H Foreman, Ms J Hinks, Mr A & Mrs M Ifalore, Mr R King, Mr N Jones, Mr M Lee, Mr C & Mrs A Malone, Ms J Morris, Mr D & Mrs A Mosby, Ms S Narayanan, Mr P Pearson, Mrs S Pepera, Mrs J Shah, Mr C Short, Mr M & Mrs M Smith, Mr R South, Mrs R Vimalathas, Ms K Wallace,

Apologies received: Shirley & Brian Cooper, Christine Froix, Ian Ross, John Court, Sandy & Angela Gabriah, Roger Ponsford and Keith Foreman.

Proxy votes were received from 13 members who were unable to attend the AGM.

Guests: Michele Gallagher (**MG**) from SHW and Dave Brant (Facilities Supervisor)

Non Member Residents: Mrs A Johnson, Ms S Hay

Attendees were advised that printed copies of the Directors Report for the year ending 31 December 2016 were available to take home at the end of the meeting. **SB** also noted there would be several questions through the presentation and whoever answered correctly would receive a chocolate prize.

2. Introduction

The meeting was chaired by Steven Buczek who introduced the other Directors and Michele from SHW. The agenda for the meeting was confirmed to be as follows;

Looking Back:

- Approval of the Minutes of the AGM held on 16 April 2016.
- To receive the Directors Report for the year ending 31 December 2016, and consider how the financial position of the Company has changed during 2016.
- To review key projects and activity across the facilities and estate in 2016 – "Highs & Lows".

Looking Forward:

- To update members on the Village Hall damp issues.
- To share the plans for the pavilion
- To update members on plans to install a CCTV system
- To re-appoint Richard Dobson to sign off the accounts for 2016.
- To elect members nominated for election to the Board
- A.O.B.

3. Vote to approve the Minutes of the AGM held on 16 April 2016.

SB explained that following the AGM on 16th April 2016 the minutes were posted to the NML website. There have been no queries or suggested amendments from any members, so the Board asked for approval of the minutes. There have already been 13 proxy votes all in favour of this motion.

Proposed by **L Ronan**, Seconded by **J Shah**.

Unanimously accepted by members present at the AGM and approved.

4. The Directors Report, and draft financials for year ending 31 December 2016.

RS began by welcoming all attendees. **RS** asked who were attending the AGM for the first time and who was new to the Village. A show of hands indicated many people were attending their first AGM.

RS noted that the Board are trying to keep Netherne a nice place to live and making it a better place. **RS** asked the attendees to record their appreciation for **MG** from **SHW** who helps to ensure the village continues to be well run as our managing agent.

RS recapped that NML is responsible for providing the facilities (hall, leisure centre, estate) and ensuring they are maintained. We have to manage our income and assets to ensure funds are available for current and future expenditure.

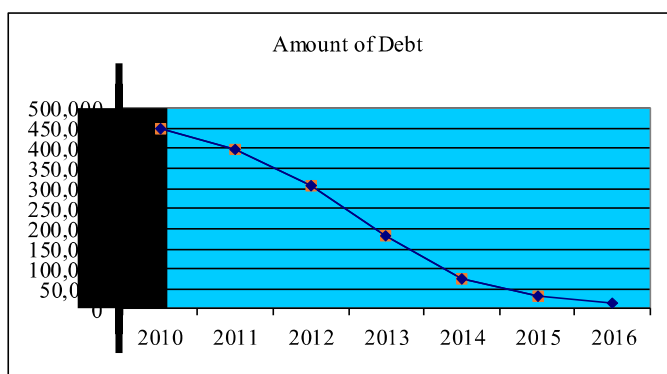
There are two types of expenditure:

- 1) Regular costs, such as insurances, utilities, staff costs, Nuffield & SHW – these are covered by service charges
- 2) Non regular costs, such as decorating costs that may only occur every few years or project costs such as the Hooley footpath – these are met by our reserves.

RS explained that managing our finances is important as otherwise we would not be able to provide the facilities that we enjoy. **RS** proceeded to present the financial section of the Directors Report for the year ending December 2016.

Debtors

RS explained that reducing service charge debt has been a priority for the Board for several years. We had reduced it from £449k at the end of 2010 to £31k at the end of 2015. There was a further 50% reduction in 2016 with debt levels now down to £15k



RS noted that it had been hard work to get our debt down to these levels, and over the past five years the Board have had to spend large amounts of time on debtors. **RS** observed that fortunately the debt situation is now manageable and (unlike previous years) in 2016, there were no cases of a Board member having to go to Court as part of the debt recovery process. **RS** was pleased to explain that in the last couple of years, debt has been reduced by 80%, from £75,000 to

£15,000 and that debt is no longer one of the Boards priorities as it is under control. The Board are now able to spend time on other priorities.

All the residual debt is under management and is being closely monitored by the Board. People who renege on agreed payment plans are immediately referred to our solicitors for full debt recovery. This can often involve mortgage lender settling, which is expensive for the individuals concerned as they have to pay legal costs and interest.

The Board have found that many people who used to be perennial debtors are now paying their service charges on time. Unfortunately, there remain a few debtors who, even after having their debt added to their mortgage, continue not to pay their ongoing service charges on a quarterly basis and are referred to the solicitors for full debt recovery.

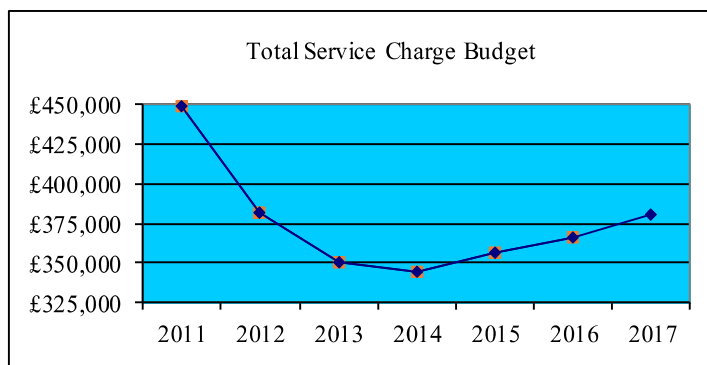
RS asked a question and gave a prize. Who can guess how many members owed money to NML at the end of 2016 (i.e how many people owed the £15,000)?

ANSWER: 44 [that is over 10% of members]

While we have a couple of large debtors, most owe very small amounts; often the last quarterly charge. This is still a pain for NML as they keep having to be chased. **RS** urged all members to set up direct debits to avoid forgetting to pay a charge and inadvertently becoming a debtor in the process.

The Board hope to reduce debt to below £10,000 this year, but acknowledged that the debt is unlikely to ever fall to zero, because of the problem of some perennial debtors who never pay their service charges and are constantly being referred to the solicitors for debt recovery. We are unlikely to get to zero debt until these perennial debtors sell up and leave the village; the good news is that some of them are now doing so.

Service charges



RS explained that total service charges reduced significantly after resident directors took control of NML in 2011. But in recent years we have had small increases due to inflationary pressures.

For 2016 the service charge budget was £366,000, but it was exceeded by £10,000. The main reasons for the overrun were utility costs and general repair costs – we have some old buildings to maintain and general repair cost increases has been a trend in recent years.

The result of these costs and other inflationary pressures meant that the 2017 service charge budget is 3% higher than the 2016 budget, at £380,000. This has meant a service charge increase for individual members of the order of 50 pence a week.

Going forward, the Board will try to keep service charges under control and hope to limit future increases as has been done in the last few years.

Reserves position

RS explained that during the last few years we have incurred significant costs for various improvements, repairs and works which are not covered by the service charge budget. All of these costs have been met from our reserves which have been falling as a result.

RS noted that having reserves is positive, as we have the money to spend on works and improvements as the need arises. It is a selling point for the village. If we did not have reserves we would have higher and more volatile service charges.

In 2016, major works included flooring work to the hall, the footpath lighting project, an upgrade to the hall CCTV system, the poolside columns and a new weights area for the gym. Work also began on the significant damp issue in the hall. The total cost of all these works was £71,000 and all costs were met by NML reserves which at the start of 2016 were just over £541,000.

Despite all of this, reserves have only fallen by £2,000 over the course of the year, to £539,000. **RS** highlighted the non service charge income streams supporting our reserves, specifically Exit Fees (£43k in 2016), Annual Estate Rents (£11,000), Telephone mast rent (£9,000), Pool and Hall hire (£9,000) and Bank interest (£4,000).

Unfortunately, reserves are expected to continue their downward path in 2017, especially due to the Village Hall damp works. Next year's figure is likely to start with a 4.

RS asked the floor for any questions.

QFTF – Does the telephone mast rent ever get reviewed?

RM: Under the current lease, the rent is subject to RPI rent increases on a regular basis. However, the current lease expires at the end of this year and the new base rent will reflect the market position as at that time. Any rent review clause will be subject to negotiation. The operator is currently considering installing a replacement mast to enable it to market the facility to other operators. If this happens then it is usual for additional rent to be paid for these additional operators.

RS handed over to **GS** to cover the Leisure Centre & Village Hall.

Leisure Centre

GS provided a review of what has happened to the Leisure Centre over the last 12 months.

On 12th 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 and the build up of water. This was a major incident, but thanks to the efforts of the Nuffield team and numerous contractors who were called to attend to various works caused by this incident, the gym reopened on 15th July.

Much more work was required to re-open the pool and this was achieved on 12th September, meanwhile, arrangements were made with the Nuffield Croydon facility to permit NML members use of their swimming pool. Fortunately, most of the works costing around £30,000, have been covered by insurance.

GS showed various slides showing improvements to the Leisure Centre during 2016.

Whilst the pool was closed, the time was used efficiently to attend to several other repairs and improvements. The recurring issue of corrosion to the poolside columns (with a fibreglass solution, costing £9,000) was resolved, the men's changing room door was replaced, the broken ceiling tile was fixed and the recurring damp/moisture damage to the pool side area was remedied.

Improvements to the leisure centre also included a weights area upgrade and installation of an advertising screen in the reception area, to promote activities and events, and local businesses.

GS then provided a review of future use of the Leisure Centre. Further improvements are underway include an upgrade to the hair dryers, replacement of the poolside benches and new security locks. There is also going to be a review of the gym equipment and changing rooms. The

village hall has been a successful alternative for some gym classes. Further hall availability will be secured where possible and we will also look at the option of using the cricket pavilion.

GS also informed members of the upcoming Leisure Centre Social, a BBQ to take place on the 20th May at the Pavilion.

QFTF - How far have the board got with recuperating the costs of the ceiling tile damage from the family that caused it? **Board response** - We will take the question away for consideration and respond.

QFTF - Will the Board consider a forum for idea sharing and member feedback regarding the Leisure Centre? **GS** responded by saying that he meets regularly with Ciaran Murray, Gym Manager. CM provides a monthly report which incorporates any member feedback via their Facebook page and also through the suggestion box which is present in the reception area. **GS** said he was happy to receive feedback personally.

QFTF - Are NML/Nuffield able to provide better lane ropes for the pool to limit wave action for users? **GS** - NML are currently looking in to this with Nuffield staff with a view to providing this facility and potentially moving to 3 lanes to have a dedicated lane for swimmers/children.

Village Hall

GS provided a review of the Village hall.

Last year, work began to improve the hard-standing areas outside the village hall. However, these works uncovered several issues, including damp. Many of the problems seem to stem from the ground levels outside the hall having been raised too high by Gleesons. Other workmanship has been found to be defective. The Board have engaged a specialist to advise on remedial actions. Unfortunately, there is no easy solution to the problems with multiple issues afflicting the building.

GS summarised the issues:

The existing drainage in the area needs to be investigated as it is unclear where some pipes drain to. Two ground penetrating radar surveys have been undertaken.

A new below ground drainage system will need to be connected to existing manholes and down pipes and the ground levels will need to be lowered by 2 brick courses.

A new drainage channel needs to be dug further away from the building to take water away and some of the foulwater drainage pipes have been found to be at odd angles and taped over; these will need to be made good.

The rainwater down pipes will need to be replaced with new and more appropriately sized pipes to ensure water is shed properly from the roof. There is currently no cross ventilation below the stage area and the below stage vents will need to be unblocked. Various brickwork and even some stonework will need to be replaced.

GS advised that following investigations on what needs to be done, there will be a tender process to appoint a contractor and begin the works; this is likely to be an August start date.

QFTF – Will the hall be closed for these works? **GS** - Hopefully not.

GS went on to discuss further work that has occurred in the Village Hall.

Just prior to the quiz night, one of the two banks of lights in the village hall failed. The issue has now been investigated and largely resolved; with just two lights still out. This year, the Board are looking to reconfigure the lights to allow users to switch on individual rows, moving away from the current set up that only permits either half or all the lights to be on.

A new intruder alarm has been installed at the hall, along with a fire alarm. Users of the hall will be provided with instructions on how to turn the intruder alarm off (and on) when they collect the hall keys.

A deep clean of the hall flooring was undertaken in April 2016, at which time new badminton courts were also marked out. It is great to see the new badminton club operational on Thursday nights. There is to be a deep clean of the hall floor on a regular basis to maintain it, the next one scheduled for June.

GS was pleased to announce that the hall is being well utilised on most other days. A new dancefit class started on Monday nights (hosted by a professional dancer!) and Kung Fu classes for children are underway on Tuesday evenings. 5 a side Wednesdays; Circuits and Badminton Thursdays. Friday nights are currently free.

Thanks, were given to the Residents Association for organising a number of events, including the Casino Royale night and Quiz night that were a great success and in September, the hall was the venue for a reunion of former Netherne hospital staff organised by George Frogley. Thanks, were also given to the wonderful bakers in the village, who helped to make the event extra special.

Due to the popularity of some of the gym classes in the Leisure Centre, they have been moved across to the hall to accommodate more participants.

QFTF – Has the Board considered a lockable bin for rubbish created by village hall hirers?

Board Response – We will certainly look in to it.

QFTF – Will the Board consider additional lighting at the back of the village hall, particularly for Badminton players?

LS - The Board have previously received a quote regarding this but it was considered to be very expensive and not a priority at the time. The Board may consider obtaining another quote with regards to this.

QFTF – Are plans in place to replace the outside cigarette bin that had been removed due to damage?

Board Response – We will ensure that it is reinstated in good condition. **LS** also mentioned that new signage will be in place reminding hall users of smoking and vaping guidelines.

GS handed over to **LS** to talk about Community Groups and the Cricket Pavilion.

LS has met with Southside Baptist Church as they are interested in using the Village Hall for community events. This is a group that are already up and running in Kent and surrounding areas. The Board are interested in their proposal as it will benefit the residents of Netherne and is low cost to NML.

They have discussed a Youth programme and ideas include a Pop up cinema, Nerf nights and various sporting activities.

There would also be a Seniors programme to include a Book club and various discussion groups. Further conversations surrounding this proposal will be scheduled for the coming weeks ahead.

Cricket Pavilion

Following the handover of the cricket pavilion from Netherne Cricket Club, NML engaged a local contractor (**Craig Asbury**) to deal with both the interior and exterior works needed.

LS showed members various before and after photos of the ongoing, but nearly completed, pavilion works. This included a new fire door, repairs to the holes in the walls, toilets have been retiled and a burglar and fire alarm fitted. **LS** also explained that the old cricket sight screens have now been disposed of, as has the tree that had rooted behind the pavilion.

There has been a vast improvement in the pavilion and further work includes replacement of the flooring, some new furniture and the decking.

The Board would still like to see cricket being played in the village and are glad that the previous team, Franklin Lewin, are looking to resume play imminently, on Sundays.

Once the improvements to the Pavilion are completed by the end of May, the hope is that it will be made available for private hire at £15 per hour. It would certainly suit people looking for a venue for clubs, such as a chess or book club, private parties or gatherings.

LS noted that there have been enquiries to use the pavilion as a coffee / sandwich shop. However, the Board felt that sub-letting the pavilion is not a practical commercial venture and it might mean some limitations on residents being able to hire the facility for private events.

Instead, talks are ongoing regarding a community cafe service several days a week. This would be staffed by volunteers and provide a range of teas, coffees and snacks to residents. With more details to come, such a venture may well commence over the summer. **LS** asked any potential volunteers to speak to himself or **RS**.

QFTF – What is the impact from a food hygiene perspective?

LS - Providing tea, coffee and cold/ready prepared snacks to customers is acceptable but if hot/fresh food was required, the kitchen would need to be remodelled to accommodate this and could be costly.

QFTF – The old bowls area is in disrepair. Could it be tidied up?

Board Response - The Board will look in to this.

QFTF – The old scoring hut is looking very tired; are there any plans to spruce it up or remove it?

Board Response – It is currently being used for some equipment storage. We will consider if it's exterior can be made good, or its removal, once the main works in the Pavilion are complete.

Footpath to Hooley

An item that has been on the Boards' wish list for some time is the lighting for the footpath to Hooley. Having received a small grant of £3,000 from one of our county councillors, Bob Gardner to help fund this, and following detailed consideration of proposals submitted by several contractors, the project was commissioned in 2015.

Although the ground works to install lighting on the footpath to Hooley started in May, the project was beset by several delays and setbacks, including vandalism, theft and an arson attack. The contractor was also extremely slow to progress the project and we kept being given new completion dates. When he failed to meet a final ultimatum to complete the project at the end of 2016, the decision was taken to suspend his services.

NML is currently exploring the option of pursuing the original contractor through the Small Claims Court for monies relating to the purchase of materials for the footpath including lighting bollards and the handrail. Obviously, the Board will balance the benefits of doing so with any costs associated with such a process.

It was very difficult to find an alternative contractor to take on this half-finished project and complete the work, at a price that was feasible to proceed. However, after many weeks of searching, a new contractor was found who came with glowing references and SHW became the project managers.

One benefit that arose from the frustrating delays this project experienced is that the Board were able to reassess with the new contractor exactly what lights were needed. As a result, the style of lighting planned for the uphill part of the footpath changed (from bollards to lighting posts) and then on the top half of the footpath the bollards concreted below ground to ensure extra stability. Additionally, the 'reach' of the lighting increased by continuing the bollards further along the top half of the footpath, reaching nearer to Gawton Crescent.

The new contractor began work at the end of March and made rapid progress, completing the project within only 27 days of starting (on 13 April). This was a great milestone for the village, on a project that started last year but which has been talked about for a decade. It has been a challenging project, but very satisfying to see it complete. The NML Board hopes that all residents who must walk up/down the footpath in the dark feel much safer now. Netherne is a better place with the footpath lighting in place.

QFTF – Will the path be lit all night?

LS - Yes, at the moment, although we do have the ability to switch them off between certain hours.

LS asked the question and gave a prize – ‘How much do you think it will cost to run the lights in an average year?’

ANSWER: £300

General Estate

LS discussed the tree works within the village.

In 2016 the Board commissioned a full survey of the trees on the estate by an arboricultural consultant. At the time they reported on a number of trees (circa 100) that would require maintenance. Earlier this year it was decided to obtain further expert advice and quotations from two companies. As a result of this process, a company called Arbortech were appointed to firstly review the 2016 survey and determine if the recommended advice was still relevant and, subsequently, to start work on the maintenance work required.

Maintenance work included, amongst other things, pruning dead branches and wood, removing ivy at the base of trees and reducing a few trees in height. In addition, some new trees planted in vacant sites (such as along the bottom of Netherne Drive).

It is always regrettable when trees need to be felled but the Board will always take the advice of expert tree surgeons on the best course of action to take. Normally when a tree’s condition is described as having a biological system of significantly reduced vitality for the species and/or age or the tree’s structure is described as having significant defects, then either substantial works or removal of the tree is required.

Unfortunately, the experts recommended that a total of six trees across the whole estate have either died (and are therefore in danger of falling down) or are in an advance stage of disease (such as being afflicted with bacterial canker) and are realistically beyond saving.

The Board are of course committed to replacing every one of these trees with the appropriate tree type, once the ground has been made ready and the best time of year for the planting of new trees has been identified (probably Autumn).

CCTV Project

GS provided an overview of the CCTV project which the Board initiated last year.

GS noted that there had been several incidents in the village that prompted the Board to investigate measures to reduce / deter crime and anti-social behaviour. Examples of the issues experienced last year were:

- Burglary and theft.
- Drug dealing.
- Drug taking.
- Vandalism.
- Low level antisocial behavior.
- Two cats had been decapitated in the village.

GS noted the benefits of a CCTV system as an increased deterrent, increased detection/prosecution rates and residents feeling safer with reduced fear of crime. This ultimately provides support to property values.

In 2016 the Board met several security firms to understand what may be feasible for a village wide CCTV system. They also visited a development (in Worcester Park, which is similar to Netherne) where a village wide CCTV system has already been installed.

The Board's view is that the most vulnerable areas of the village should be tackled during a first phase (such as the three entrance points to the village and areas where people congregate such as the playpark and village green) and then consideration given to adding to the system in subsequent phases.

Following last year's AGM, **GS** explained the Board met the crime prevention officer at Surrey Police, who advised that much due diligence is required in advance of implementing any system. Due diligence includes taking legal advice, talking to Surrey County Council, checking with Information Commissioner and Data Protection requirements and considering what other security measures we could introduce.

The Board were unable to take the CCTV project forward last year, but have resurrected it this year. There is still a lot of due diligence to undertake and a site visit by one potential supplier has taken place. This was to identify the best locations for cameras and a discussion on capability (quality during night and day time, ease of operation, ongoing maintenance, security). The Board were very interested to hear from this potential supplier that as part of a CCTV system they may be able to set up a high-speed wireless network for the village.

It had been hoped that an initial quote from this potential supplier, as a benchmark, would have been available to share with members at this AGM, but disappointingly they have still not provided this. Once the quote has been received, plus other quotes from potential suppliers, the Board will look to start delivery of this project after convening an Extra Ordinary Meeting of our members. Timeframes are difficult to gauge at this time but it's not an overnight project and it could be Q3/4 before an EGM is called.

QFTF - Will the CCTV be 'live' and monitored?

Board Response - No it will be recorded via a hard drive and only viewed when a crime or incident comes to notice. The use and maintenance of the CCTV will be part of the due diligence that we are currently undergoing and will be locked down to specified individuals.

QFTF - Are we still looking at an ANPR capability?

Board Response - Automatic Number Plate Recognition (ANPR) is expensive and not necessary with the advances in HD. Plus if it isn't linked to a police system it is a waste of money. We are looking at what best fits our needs and future proofing as best we can.

GS handed over to **SB**

Netherne Community Bus Company

SB noted that **Dave Brant** had joined the meeting and asked for a show of appreciation for our Facilities Supervisor for his work in 2016.

SB gave an overview of the community bus.

The Board are aware that many Netherne commuters rely on the Bus, which is a separate company from NML. Without the Bus, many residents would not have moved to Netherne and **SB** noted that it had undoubtedly contributed towards the rise in Netherne property values.

The Netherne Bus began operations in April 2012, offering a peak time service to and from Coulsdon South Station. The bus was initially financed by funding received from Gleasons plus a small grant from Surrey County Council. The only other funding for the Netherne Bus is fare income; it does not form part of the NML service charges. This means that operating costs of the Bus must be covered from ticket sales, to avoid eroding the Bus Company assets.

After years of operating losses, the bus finally broke even in 2016. However, as the Board look to replace the bus in 1 or 2 years time, the decision was taken to increase ticket prices for the first time in 2016, so that the asset base could increase.

However, the strike problems at Southern meant that there was a decrease in revenue. 2016 also involved weekly updates to the timetable as new strikes occurred. Luckily enough, Coulsdon Town became an alternative drop off point with Coulsdon Sout often out of action, and even Redhill station was used when the ASLEF driver strike was on.

With servicing costs continuing to increase for this aging vehicle, ticket prices had to increase again in April 2017.

SB asked the question and gave a prize: We had over 3,000 scheduled journeys on the Netherne Bus in 2016, but how many journeys was the bus not available for due to a mechanical issue?

ANSWER: ONE, on 13th October the bus would not start in the morning and so we could not cover the 636AM run whilst a replacement bus was sought. **HOWEVER**, **RS** stepped in to ferry passengers himself to Coulsdon South station until the replacement bus turned up for the 7am run.

CFTF – Member (Laura) wanted to put on record her thanks to the drivers, Eamon and Phil for all their hard work.

QFTF – Would you be look at increasing capacity if we were to have a new bus?

RS – Possibly, depending on availability and cost. At present the bus has capacity for 16 passengers. The Board have looked in to a 32 seater but have constraints due to the width of Woodplace Lane, which the bus sometimes has to use.

Looking ahead

SB summarised that the Board remain committed to managing the village properly in a cost effective manner. The Boards priorities for 2017 are:

- Addressing the damp issues at the Village Hall
- To investigate a village CCTV system at the access points and areas experiencing anti-social behaviour with a view to making a proposal at an EGM to the members
- To make the Pavilion available for private hire and as a community resource (e.g. café)

5. Appointment of Auditor

SB noted that following issues with the previous auditor, the Board found and appointed a new auditor for the 2014 accounts, Richard Place Dobson (RPD), following recommendation from one of our residents. The Board have been very happy with the service provided by this firm and recommend that they are re-appointed.

SB noted that there have already been 13 proxy votes in favour of re-appointing RPD.

Proposed by **H Foreman**, seconded by **R South**. Unanimously accepted and approved.

6. Election of Board Members

SB proposed the reappointment of the current directors who were standing for re-election.

SB noted that after many years of service to the NML Board, Robert Murdoch is stepping down as a Director. **SB** thanked Robert for everything he has done for Netherne over the past decade – which included negotiating the handover from Gleesons, and wished him well for his well-earned retirement! There was a round of applause from the audience for **RM**.

It was explained that in order to maintain confidentiality, the Director election will be carried out by secret ballot and members were asked to leave their voting cards (with ballot paper printed on it) in the ballot box at the end of meeting.

Note: Following the meeting all votes were collated. Including the proxy votes, the voting for each director was as follows:

	For	Against	Withheld
Alex Rodell	35	0	2
Lee Sheldon	37	0	0
Gary Smith	36	0	1
Rajen Shah	36	1	0
Steve Buczek	35	1	2

Accordingly, the Board members were duly re-elected to serve on the Board for the coming year.

The Board would like to place on record their thanks to members for the overwhelming level of support.

7. AOB: Collection of email addresses

SB reminded members that we have set up an email account, from which we send periodic news and updates from NML to people who have registered to receive those updates. Anyone wishing to sign up for these emails, just needs to give us their name, address and email address at the end of the meeting.

There are now approximately 250 members registered to receive such updates which includes the quarterly newsletters and the AGM notice.

8. Pictorial History of Netherne

SB reminded everyone that copies of the Pictorial History of Netherne were available to purchase at the end of the meeting or from the Estate Office, for £8. 50% of sale proceeds go to George Frogley's nominated charity – the Children's Trust. 7 copies were sold to members at the AGM.

9. AOB: Spring Walk

Robert Murdoch will be leading another spring walk of NML land on Sunday 14 May, starting from 10am outside the village shop. This is necessary to ensure no individuals can claim adverse possession of our land. It was advised that sturdy walking boots and walking sticks are needed!

10. Questions from the floor

There was time for a limited number of questions at the end of the meeting:

QFTF - Is there going to be another litter pick?

Board Response - There has been a date agreed by NOTHRA and this is to be communicated.

QFTF - Who is responsible for street signage particularly with regards to Little East Field as a dead end.

Board Response - Surrey Highways, SCC.

A Johnson (NOTHRA) noted it was the responsibility of the Residents association to campaign for better signage rather than NML.

QFTF - Would the board consider a family changing room in the leisure centre?

Board Response - Yes, we will consider this in the review of the changing facilities.

QFTF - There are WiFi issues within the village, why is this?

Resident, member and IT specialist, Chris Short explained that the cabinet is full to capacity and this is out of our control. It may be possible to put pressure on 'Open Reach' to increase this capacity. **NOTHRA** to look in to this.

The Chairman thanked all residents for attending, advising that the Directors Report for 2016 was available at the exit and declared the meeting closed at 11.45am.