

Netherne Management Limited



To: All Members, Netherne on the Hill

October 2017

This is Netherne Management Limited's fourth newsletter for 2017.

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 know someone who would like to be added to our email distribution list, please ask them to provide 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".

Estate Security and CCTV

The title 'Security' is a new addition as a board responsibility and will cover topics such as the proposed CCTV installation, village security, liaison with R&B council and local police.

Whilst our figures show an increase in crime this year compared to last, that can almost all be put down to a single week in July when 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. The company we hired also gave us their assessment of security measures for NML to consider. The security patrols continued into August and beyond and they remain a proactive tool available to NML should the need arise.

Two issues have been highlighted: the reporting of crime, and the project by Surrey County Council to reduce lighting during the hours of darkness (midnight-5am). On the reporting of crime, the message from the police remains the same: report it online, via 101 or in an emergency, 999. If the police don't know about it, they can't help. With regard to the street lighting project, the police have advised us that there is no tangible link between the 'lights-out' policy by Surrey County Council and the increase in crime. However, the police will work with us to reverse this decision should we feel it necessary.

The CCTV project has been moving forward. Nine different companies have been approached to provide the service, and five remain viable. Three of these five companies have already conducted technical surveys and provided a quotation, and the others are at technical survey stage. Once all the quotations are in, an interview and selection process will follow. There are two other strands to this project: 1) Continued 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.

As you can appreciate, this is a complex and demanding project. Rest assured that NML are working hard to provide a CCTV system as quickly as possible.

If anyone does have any security concerns, please email the Directors or post via the NML Facebook group.

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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 will be met from our reserves, and so will not impact on service charges. However, as a result of these and other costs (such as the CCTV project), our reserves are expected to fall significantly this year.

We have begun the task of setting the 2018 service charge budget. We are looking to include a small provision for random security patrols during 2018 (as mentioned above this has been unbudgeted expenditure in 2017). This, together with various inflationary pressures, mean it is likely that next year's service charges will be slightly higher than 2017 charges.

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 do 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 works began on 25th September and are expected to take 12 weeks to complete. The final landscaping part of the project will have to wait until Spring 2018.

It is a major project, and we have retained Donald Insall to project manage it from start to finish.

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 is still expected to be available for daily activities. We will update hirers of the hall if there is any period that the hall will be out of use.

We will provide periodic project updates to our members as this project progresses.

Netherne youth club

The youth club has started up again after the summer break with the first few weekly sessions attracting numbers in the high teens. The next couple of weeks are going to have sessions involving netball, basketball, and Nerf matches which have already proved popular. The youth group starts at 18:30 and finishes at 20:00 every Wednesday in the Village Hall; there is no need to pre-book so if anyone is interested just turn up and our friendly youth leader Joel will ensure that they have a great time. This is an excellent opportunity for children and teenagers as the nights draw in and the mercury drops.

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Leisure Centre

The leisure centre continues to go from strength to strength with a record number of member attendances in September. The classes continue to be really popular, why not come along and give them a try if you haven't before? We are exploring the idea of a spinning class, if this is something you would be interested in please mention it to the guys at the gym.

Issues with the turnstile, water fountain & a number of pieces of gym equipment were resolved over the past few months. A new swimming pool lane rope has been installed, and a new pool cover has been ordered. We are also at an early stage of reviewing all of the gym equipment to see what we should consider replacing. Please let us know if you have any suggestions for new equipment.

Finally, we are pleased to announce we will be organising a Christmas party at the pavilion in December and hope to see as many of you as possible there. We plan to have a bit of food, a few drinks, and a few other bits. The date will be advertised on Facebook and in the leisure centre soon.

Hooley Footpath

Over the summer we've been working 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. A solution has been found and we expect this work to be completed before the clocks go back at the end of the month. This work will include installing three replacement bollards (for those damaged in the vandalism earlier in the year) and restoring power to the entire top section of the path.

Estate and Cricket Pavilion

At the start to the footpath (on Netherne Drive) we will shortly install another white, 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. The patio was recently completed as well, although some patio tiles at the front need repairing/replacing.

NML continues to remain supportive of the team who are working to provide a community coffee shop offer, initially opening for one or two days a week, in the Pavilion. The team hope to provide more news on this offering later this month.

Of course, the Pavilion is 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

The scoring hut has also 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.

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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 isn't expected to be with us until later this month. In the interim, we have temporarily hired another bus.

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. We are pleased that Lee Ronan has recently joined the Board.

The Annual General Meeting of Netherne Management Limited took place in May. Attendees fed back to us that it was another excellent AGM, but we were disappointed that the turnout was quite low. We hope that all members are interested in what's happening to our village, and that the turnout was due to the advertised AGM date not suiting other diary commitments? We are considering moving the next AGM to a weekday evening, in order to permit more of our members to attend. We will carry out a survey to understand members' preferences for the AGM date. Please watch out for the survey link, which will be sent out by email and also on our new Facebook group.

We are also looking to trial a "director's surgery", once a quarter in the Pavilion. This will be an opportunity for members to drop in and have a chat (over a coffee) with a couple of directors. Again, watch out for info on the first surgery, which will be communicated by email and the NML member Facebook group.

With best wishes

The Directors of Netherne Management Limited:

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