

Netherne Management Limited

Company Number: 04026814 Registered Office: c/o Stiles Harold Williams, Lees House, Dyke Road, Brighton, BN1 3FE

Minutes of the Annual General Meeting held on Thursday 3rd July 2025, commencing at 7.30pm. A virtual meeting via Zoom.

1. Attendees

NML Directors (the Board):

Steve Buczek (**SB**) John Stokoe (**JS**) Raj Shah (**RS**), Lucy Goldhawk (**LG**) and Lee Sheldon (**LS**)

Members:

Mr J Hart (**JH** - Estate Manager), Ms K Wallace, Mr R Harrison, Mr N Conacher, Mrs B Davies, Mr O Dar, Ms P Connolly, Ms B Gracia, Ms S Setter, Mr J Antonio, Mr S Knox, Mr W A Khan, Mr V De La Mothe

TOTAL Members attending: 20, including 5 Directors (turnout = 4.75% of membership)

Guests: Zack Jermy (ZJ - SHW)

Apologies for absence: Mr C Ellis (Director), Mrs R Dunning-Earp (Nothra), Mr T Skilton (TotalFit)

2. Introduction

SB opened the meeting at 7.30pm and began by introducing himself as the chair of the meeting and explaining how 'Zoom' and the chat facility works. He asked people to ensure their correct name is stated as their log in name for the purpose of the minutes. He also explained that the meeting was being recorded for the purpose of minute taking.

SB welcomed all attendees, including Zack Jermy from SHW, and Jonathan Hart (**JH**), who is attending in his capacity as both a member/home owner and as the Estate Manager.

All the directors and the Estate Manager briefly introduced themselves to the members present on the call.

Papers for the meeting had been issued in advance, and included the Notice of the AGM, Voting Form and Directors Report. For the purpose of the meeting, and in the interest of speed, the Directors Report, which had been commended by several members, was taken as read.

SB stated that we would be sticking to time and the meeting would close promptly at 8.00pm. We wanted most of the meeting to be devoted to a general Q&A session, so we would try to go through official company business quickly at the start of the meeting. The agenda items that we would be covering during the meeting included:

- A) Voting on 3 official pieces of company business
- B) Responding to advance questions received
- C) A general Q&A session

3. Voting on official Company business

SB recapped that the AGM Notice issued at the start of June asked members to vote on the following three official matters:

- Approval of the Minutes of the AGM held on 27th June 2024.
- Re-appointment of Richard Place Dobson as our financial advisors, for the accounts
- Re-election of Board members who stood for re-election.

SB reminded everyone that votes on these three official matters could be cast online at:
<https://surveymars.com/q/iFXeBs9Cw>

Voting would be open until 9.00pm today (3rd July), and **SB** asked if any members had not already voted then they could cast their votes online during the meeting or shortly after the meeting finished.

All votes cast on these three official matters were counted at the end of the meeting, and the results were as follows:

	For	Against	Withheld
Approval of the Minutes of the AGM held on 27 th June 2024	31	0	0
Re-appointment of RPD as our financial advisors	31	0	0
Re-election of Board members standing for re-election:			
- Steve Buczek	31	0	0
- Chris Ellis	31	0	0
- Lucy Goldhawk	31	0	0
- Rajen Shah	30	1	0
- Lee Sheldon	31	0	0
- John Stokoe	31	0	0

All 3 official pieces of Company business were therefore passed. As in previous years, the Board would like to record its thanks to the overwhelming vote of approval for the directors; we do our best in this challenging and demanding voluntary role but we know we can't please everyone.

4. Advance Questions received

SB noted that two questions had been received from Mr N Conacher prior to the start of the meeting:

A) Question from Mr N Conacher

I understand we have NML messaging on Facebook and by email. I was wondering whether we also have a presence on TikTok and/or Instagram, as I believe the younger generation think Facebook is for the oldies. I was jogging around the cricket pitch recently and there was a young guy on an electric scooter making his way to the pavilion. I asked him whether he was aware that electric scooters were not permitted on NML land and he said that he wasn't. I said that there had been a recent post on the village Facebook page and he said he didn't use Facebook. Likewise, another regular gripe concerns the frequent littering around the village, and it would be good to know if we have channels that are reaching the younger generation.

SB response: Maintaining Netherne's presence on social media can be difficult and time consuming. It is suggested that parents in the village with children who are less likely to use Facebook should ensure that their children are kept abreast of any updates or notices.

LS further response: TikTok is a difficult social media platform to try to use because of the high number of daily posts needed to generate engagement. As directors are volunteers, meeting these requirements would be difficult to achieve. Instagram however might be a good way to try and connect with younger audiences and with the natural beauty of Netherne it is a platform that could be investigated for potential pursuit.

B) Question from Mr N Conacher

Can you provide an update on the security situation, please? There was a mention earlier in the year about trialling security patrols, and I wondered if they were still in place and if they seem to be acting as a deterrent?

SB response: Yes, security patrols were trialled under a pilot scheme during May and June 2025. Dialogue with the security team was positive, and various different time slots were tried throughout the duration of the pilot. These patrols were limited to two 30-minute routes per night, and the general and consistent feedback was that there was very little suspicious or unusual activity captured during the 6-week trial. **SB** added that whilst this is positive, we are aware that some incidents did still occur during these times, but they were not captured by the patrols due to the very limited nature of the scheme. The pilot scheme has now been stopped but the NML board will continue to monitor the security of NML facilities and assets. In addition, Netherne residents are encouraged to do the same for their own properties. Any suspicious activity should also be reported to the police.

5. There were no further questions provided in advance, so SB then opened up the meeting for further Q&A. Members were asked to use the Zoom 'chat box' to ask questions, or to put up their hand

C) Question from Mr R Harrison

Can path signage across the estate be updated to say 'no electric scooters'?

JH response: Recent signage references the prohibition of 'all electric vehicles', which includes e-scooters; there is a reluctance to break this down further into specific restrictions as they are captured in the wider ban on all such vehicles. **LS** added that incidents relating to e-bikes and e-scooters should be reported to the local Police Community Support Officer (PCSO), who are already aware of the issues up at Netherne. The PCSO has commented that this is a widespread issue both locally and nationally and that they are working to curb it.

D) Request from Mr W A Khan

Please can the Board send out reminders regarding not letting dogs roam estate grounds without a leash?

SB response: We are aware that some residents are uncomfortable with dogs being let off a leash and the Board will take this away and make sure that property owners are reminded to keep dogs on leads at appropriate times.

E) Question from Mr J Antonio

There was mention in the director's report of branding. I have a contact of someone who does branding for a living and has his own company; could he be considered to provide a quote on what's required?

SB response: Yes, please email Zack at SHW (zjermy@shw.co.uk) who will be able to ensure the company, if appropriate, is included in our tender and quotations at the relevant time.

F) Question from Mr O Dar

I wanted to discuss the matter of security further; recently, there have been several incidents in the village. Can more be done from a security point of view? If we cannot afford security patrols, perhaps additional cameras?

RS response: A previous project into the potential to install CCTV cameras in the village was conducted five or six years ago. The cost involved was high, it was a six-figure sum, and so we took the proposal to an EGM, but members did not vote sufficiently in favour for the project to proceed. NML is not responsible for individual homeowners' properties; NML is only responsible for village assets - the leisure centre, the village hall and the pavilion. Individual homeowners need to take whatever steps they deem necessary in order to protect their own property. Although security patrols have been trialled and CCTV has been explored in the past, it should be noted that Netherne is a relatively safe place to live, especially compared to local areas such as Redhill and Croydon. Although

a few instances of crime do occur, this unfortunately happens everywhere, and because Netherne is usually so devoid of such incidents they are more noticeable.

Mr O Dar thanked **RS** for his input, and agreed that individual homes are owners' responsibilities. He also agreed that the low-crime levels at Netherne contributed to its sought-after status. He further commented that issues have arisen where vehicles have been broken into or stolen when parked on driveways or roads, and asked what could be done to help put owners' minds at ease?

RS responded by noting that it would not be financially viable to put CCTV cameras on every street corner, and that it is not NML's responsibility to ensure the security of personal assets, such as cars. **LS** contributed by identifying that aside from one road (Upper Lodge Way), there are no private roads at Netherne, and that all roads fall under the responsibility of Surrey County Council. NML would be unable to erect a widespread CCTV system on areas or land they do not own.

G) Question from Ms B Gracia

Can you please explain why the service charges are projected to increase considering there is over £750,000 in reserves? What determines this reserve fund value, and its intended use?

RS response: Service Charges cover the annual running costs of the village, including the leisure centre, staff, utility costs for the various facilities, and so forth. The annual service charge budget is currently around £540,000 per year, which is spread across the membership base and used to cover all these routine items. The Reserve Fund is separate and is built up year-on-year from various income sources, including exit fees, leisure centre income, hall hire, telephone mast, interest, and so forth. Netherne is now in a fortunate and strong financial position and because of our varied income streams (which total around £100,000 per year), reserves have grown, and can be used for unexpected or exceptional expenditure; such as the replacement of the Air Handling Units in the Leisure Centre earlier this Spring; the sudden and unexpected £25,000 cost was able to be met at no additional cost to property owners.

RS further advised that Reserve Funds are now being used for various improvements to the village, such as new equipment for the gym, repairs to the village hall cupola, and a new storage facility.

Ms B Gracia asked further whether there is a set minimum the board would like to keep the reserves at, and also whether the budget is shared with all property owners at the start of the year, to which **RS** confirmed that it is shared alongside the first quarter service charge bill. He also confirmed that the goal is to maintain the reserves at around £750,000, and now that this figure has been reached the program of ongoing investment into Netherne and its facilities is being progressed. Our view is that this investment will only serve to increase the village's attractiveness as a place to live.

H) Question from Mr W A Khan

Mr W A Khan enquired about village communications, and what falls under each director's responsibility/purview. **LS** said that disseminating a circular could be beneficial to Netherne residents and mentioned that the potential for half-yearly or quarterly newsletters/updates.

I) Question from Ms S Setter

We recently moved into the village and were told by the management company that they are planning a window and door refurbishment project. Have you got any updates on this, as we're not sure whether it relates to the whole village or just Wallace Square?

SB confirmed that this was not an NML-led project, and that this query should be directed to the local management company.

J) Question from Mr N Conacher

I know there are places where residents can report potholes, but there doesn't seem to be any progress. And when there is progress, it is just filling one hole intermittently, making the road less smooth than it was before. Is there anything we can do to improve or chase these repairs as it feels like we are banging our head against a brick wall.

SB response: Netherne Drive is a public road and so does not fall under NML's responsibility, it is a council issue and needs to be reported to the council. It may be beneficial for residents to also report such issues to Nothra so that they can follow up with the council with a larger group action/request.

K) Question from Mr R Harrison:

In the past few years we've had issues with fly-tipping, especially on Netherne Drive. Related to the CCTV discussion, is there a way we could explore an in-and-out CCTV ANPR system that could monitor any truck coming in and their load, and whether it is empty going out?

RS response: A camera on Netherne Drive was included in the original large CCTV project [discussed earlier], which residents voted against. **Mr R Harrison** suggested that one or two solar powered cameras in the specific entrance location could suffice so that offending vehicles could be captured. Further discussion ensued, and the board agreed to investigate potential options further.

L) Ms B Gracia asked:

Following up on the issue of litter, I do see a lot of litter around Beckett Road. The issue appears to be more concentrated here than other parts of Netherne – what is being done to manage this?

JH response: We are aware of issues in this area, and the team do what they can to keep on top of the issue, but do rely on residents being mindful and disposing of their litter properly. The bins are emptied weekly, and this year we have been lucky with Duke of Edinburgh volunteers cleaning up litter too. **RS** drew attention to the volunteer group of residents who regularly litter-pick across Netherne, and suggested that anyone looking to help can join up. Materials can be picked up from the estate office.

M) Mr N Conacher asked:

A couple of years back, directors ran some director clinics. Is there intention to hold these again?

SB response: Yes, there were drop-in sessions at the pavilion, but uptake was insufficient to make the clinics worthwhile. We can consider running them again.

N) Comments from Mr J Hart

A couple of residents have asked if the AGM meetings can be held in the Village Hall again.

SB response: This can be considered but we did ask for member preferences a couple of years ago and the majority view was to continue with online meetings. **LS** acknowledged that we could do another poll in advance of the 2026 AGM.

Separately, **JH** notified everyone of the upcoming Nothra fun day on the 13th July, and invited everyone to attend.

Meeting End:

There being no further questions or comments, **SB** thanked all residents and guests for attending and confirmed that Meeting Minutes would be circulated to all attendees. **SB** declared the meeting closed at 8.22pm.