

Please pass on the following feedback following our meeting with the East Moor Resident's Association.

Firstly thank you for having Anya and I. I thought the meeting was very useful, it was great to get some direct feedback plus some fantastic suggestions.

Key points raised:

1. Catering surcharge. Clearly there was a lot of emotion attached to this and it was creating a sense of ill-will for some. It has now been waived and will no longer apply.
2. Hiring rates for parties versus commercial rates. To confirm the private hire rates to individuals for parties etc is less than the commercial rate. Parties cost £50 for two hours hire of 2 sections of hall. This would be charged at £60 to a commercial hirer so the discount is just over 15%
3. Charging more to commercial hirers. We feel that the rates we currently have are appropriate for the standard of the building. We are already at the top end of community centre hire rates and to increase rates would affect those local small businesses who are building a successful local enterprise with us, and may reduce the uptake. No action.
4. More community events. A list of events is to be discussed at the next meeting and will be shared very soon, you may have already seen the round the world food days and ladies afternoon tea as well as the next quiz. Specifically the suggestion of a children's film showing was made. This is not possible due to licensing restrictions, however we are exploring the idea of a children's disco. The Big Lunch is already being explored.
5. Communication. This was widely debated and a number of points were taken on board. Kajima have reiterated that any concerns or questions can always be raised with any member of the team, Mark Graham is the team manager. The AGM will kick off a new focus on communications from a trustee perspective but the practical requests to have
 - more on the website that provides background information/ info on trustees etc rather than just classes has been implemented, we have created a page and are working on populating it.
 - A timetable view on what's on has been developed (attached) it is a work in progress and this will be published regularly in the centre and within the annual report.
6. 10% discount for members. Hirers have been reminded and a notice will be put on hall doors to remind both customers and hirers of this
7. Maximum numbers in halls. This is 30. The numbers do get monitored to ensure compliance and additional halls have been opened or attendees turned away due to the number restrictions. If you are aware of any transgressions please inform Mark Graham or a member of the team asap.
8. Hire of the meeting room. This is still a potentially hireable asset but if the room is not booked for external hire you are welcome to use it for Resident's Assoc meetings. Just check with the centre on the day. Please clean/tidy up after yourselves.
9. Parcel collection/drop-off point. We are looking into this with a number of the different service providers and we will keep you posted.