

# MEETING REPORT

**Meeting:** Watermark Committee, 15<sup>th</sup> November 2023  
**Agenda item:** WM23/020  
**Report subject:** Watermark Manager's Report  
**Report author:** M Lord, Watermark Manager

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## Building

The auditorium seats service to be carried out Friday 10 November.

The new air control system has been modernised as much as possible, waiting on the report for the advisories. Heating all working as it should.

HVAC Inspection (Air Conditioning) completed Monday 6 November, work report to follow.

Coffee machine pressure test completed 11 October, certification provided.

Acoustic wall to be serviced within the next two months.

Gas servicing & inspection – Rehema boiler completed week commencing 31 October.

Gas servicing & inspection – Fryer completed Monday 6 November, certificate to follow.

Six additional wall lights changed to LED by Steve the electrician in the auditorium on 6 November.

The outside cleaning of the building is still in discussion. With a closer look at the quotes they seem to be a lot higher than expected. This needs time to investigate to make sure correct materials and cleaning methods are used and also the impact the works will have on Tesco and adjacent residences.

Contacting companies about the satellite that is isn't working at the moment due to the bad weather, and also solar panels are not working as they should be, again we need a specialist to quote for works.

Problems continue with internet connection and email providers bouncing back emails.

This is making work very difficult and frustrating.

## Top Floor

We have received notice from a tenant, who will be leaving the unit at the end of November. An advert is to go out for the unit vacancy. Another tenant coming to the end of a three-year contract and is due to renew.

## Events/cinema

The Watermark held a cheese and wine evening for the U3A which turned out to be very successful.

Within the children's half term, we showed a popular film called Great Escaper. As we didn't have a children's film, the team organised Dinner with Dinosaurs which sold out. As this was popular we are going to organise a similar event in the future.

During October and November, we have hosted 2 local theatre companies. The hire for rehearsals and performances was boosted by bar sales and a percentage of the ticket income.

Most recently The Tamaritans brought us Much Ado About Nothing with a Mexican flair. The hire charges came to £1,200 plus VAT and together with 10% of the tickets sales which brought in an additional £283.80 (net), plus of course, quite a healthy bar take. The Tamaritans bring us patrons from Plymouth and surrounding areas, which without them,

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we probably wouldn't reach. Some of them have gone onto becoming regular visitors to The Watermark and two have become our stewards and we are so very grateful for their help. They will be back in March with another Dario Fo offering.

We had a wonderful response to our last film The Great Escaper, possibly Michael Caine's last film and Glenda Jackson's last one before her death. We sold a total of 436 tickets throughout the run with a net total of £1,984 which after distributor splits came to £1,190 to ourselves. Only beaten by Harold Fry earlier in the year.

We are looking forward to Wonka this Christmas and the Ridley Scott epic, Napoleon.

### Information Centre

As we are all aware the bus timetable/routes have changed as of September. The information centre has not received an updated copy which can be very frustrating to the customers who can't use the internet. Staff are getting information from the internet if requested by the customer.

Ivybridge Calendars are selling well in the information centre along with the Christmas cards. We are due to receive this years Christmas card which was based on a competition organised by the Town Mayor.

### Coffee Shop

The Coffee Shop continues to be a busy meeting place for friends and family to catch up in the warm and enjoy coffee and cake. On Thursday 26 October a burst pipe in the Ivybridge area resulted in the coffee shop closing at lunch time.

Our customers old and new continue to support the Watermark and use the facilities, the footfall is increasing which shows in the increase in takings.

2023	October	£17073.41
2022	October	£13926.63
2021	October	£11918.81

All staff continue to work to the best of their ability providing the best customer service to every person that comes in the building.

Christmas will soon be upon on us and already sold 50% of the shared Christmas lunch. Bands, shows, music, dancing, lots of variety to suit everyone.

### Anti-Social Behaviour

Not much to report with anti-social behaviour. The outside bin provided by Ivybridge Town Council has made a big different with litter, there still a lot of rubbish to pick up off the floor on a daily basis but not as much.

The Library are experiencing a problem with a member of public however they are involving the police.

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## As at month 6 financial performance

	<b>2021-2022</b>	<b>2022-2023</b>	<b>2023-2024</b>
Information Centre	£293.00	-£248.00	£798.00
Room Hire	£2,139.00	£6,630.00	£7,481.00
Cinema	-£315.00	£5,685.00	£3,580.00
Live Artist	-£4,067.00	-£580.00	£490.00
Catering	£615.00	-£1,516.00	£2,102.00
Bar	-£1,108.00	£5,095.00	£6,428.00
Building	-£32,214.00	-£54,520.00	-£51,889.00
Business Centre	£12,869.00	£12,286.00	£16,603.00
<b>Total</b>	<b>-£21,788.00</b>	<b>-£27,168.00</b>	<b>-£14,407.00</b>