

The Watermark Manager's report to The Watermark Committee

May 2023

Building

The electrician has finished the LED lighting on the stairways, however he is still waiting for parts for the dimming function for the top floor offices.

Two toilets broken in the ladies toilet on the first floor, however fixed on Monday 15 May by the plumbers, flush also broken in the top floor business centre toilet however also been fixed. Investigations into solving the smell in the waterless urinals is ongoing.

We are working closely with the library to support the popular Summer Reading Challenge by offering a reward for the finishers including a discounted ticket for a children's cinema showing.

The Watermark will be sponsoring Erme Valley Harriers for the popular 10k event in return the logo will be printed on the running vest we will be donating two family tickets to come to a cinema showing of choice.

We welcome two new casual workers to the team to help with bar functions and also large catering events.

Events

Billy Wizz was a success with great feedback selling 119 tickets to a one-hour show, this has inspired the team to offer another children's event at the end of the summer holidays with the entertainer Mr Phil.

Coronation on Saturday 6 May had a really slow start on the run up to the event however what a fabulous day, the atmosphere in the Stowford Hall was fantastic. We had the big screen showing the event from 10am, plus food packages on offer and also seats at the back for anyone to watch, a real community event and everyone was welcome.

Albert Lee returns by popular demand with strong ticket sales.

Josie long a popular comedian performing at The Watermark later this month and many more events in the pipeline.

Cinema

Really good attendance to films including the showing of Mary Poppins organised by Ivybridge Community Arts.

The most popular film of the last couple of months is by far Pilgrimage of Harold Fry with 222 seats sold so far, lots of great films showing over the next month or two.

Information Centre

Coronation mugs sold well in the information centre with only a hand full left to purchase.

The information centre is selling Hedgehog Highways provided by the Town Council, which is a frame to put around a gap in your fence to allow hedgehogs to move safely between gardens to forage for food and meet mates to breed.

Coffee Shop

The finance situation is still frustrating due to the high food costs however we will continue to make fresh meals/snacks/cake/scones on the premises as more cost effective. I will continue to challenge the suppliers to find the best deals possible.

The coffee shop and bar prices increased in April however the prices are still increasing from suppliers but not at the rapid rate we have been seeing which hopefully will continue and start to level out.

We have launched a new food deal in the coffee shop this is to market to working people/businesses of Ivybridge and also people who are in a rush and looking for a quick lunch meal to takeaway.

Theme days in the coffee shop to include staff dressing up to compliment the cinema films and sweet treats to go along side.

Anti-Social Behaviour

Town Clerk has met with the police and the head of the Community College with reference to nuisance behaviour inside and outside the Watermark. Discussion of how to move forward to minimise the behaviour.

The staff will continue to monitor and record any problems to build a picture for the police, however things have calmed down inside the building at the moment.

Financial performance

As at month 12

	2019-2020	2021-2022	2022-2023
Information Centre	£2,501.00	£599.00	-£67.00
Room Hire	£24,409.00	£9,900.00	£19,521.00
Cinema	£12,845.00	£3,302.00	£9,871.00
Live Artist	£4,368.00	-£1,326.00	£2,776.00
Catering	£12,314.00	-£1,731.00	£4,689.00
Bar	£10,811.00	£4,900.00	£12,466.00
Building	-£100,721.00	-£76,502.00	-£99,885.00
Business Centre	£22,508.00	£23,739.00	£28,601.00
Total	-£10,965.00	-£37,119.00	-£22,028.00

Michala Lord

The Watermark Manager