

## The Watermark Manager's report to The Watermark Committee

July 2023

### **Building**

External windows cleaned at the end of May, and carried out every few months.

CCTV cameras have been serviced, the camera in the entrance has been replaced and re positioned slightly to see more of the front door entrance.

After having the auditorium seats serviced the report has shown work to be carried out, waiting on confirmation to go ahead. (See 'Reserves Expenditure' below.)

The lift was out of action for three week which has affected the business immensely, some customers relied on the lift to either get up to the cinema/live event or even weddings, which the Beeson has held two weddings with the time the lift has been broken.

Main lift company quoted to fix however decided to get a second opinion. The second company found the problem to be something different which meant a very big saving (£2,000). The lift is now in full working order.

The library summer reading challenge is in full swing with an encouraging incentive from The Watermark/Ivybridge Town Council by offering a free child's cinema ticket with a paying adult.

The library held a very special event which included Blue Peter filming in the children's area, a buffet was also provided.

### **Top Floor**

Two units have had carpets cleaned/walls painted ready for new tenants, the first tenant will be moving by the 1<sup>st</sup> August. Still in discussion with the potential tenant for the second unit.

### **Events/cinema**

In the last week of May we experienced the biggest grossing film since lockdown. Based on a bestselling trilogy of books - The Unlikely Pilgrimage of Harold Fry - had every ingredient needed for a success here including a great cast starring Jim Broadbent, a local author, local people and places.

We also welcomed the band of Britannia Royal Navel College, Dartmouth: Last Night of the Proms, great attendance and good to see not only the regulars but also new faces supporting The Watermark.

Over the next few weeks we will be concentrating on entertaining both the adults and children alike during the school holidays with a great selection of blockbuster movies. Teamed with events, fundraising, cocktails and cakes with some of them. Following the success of the Ziggy Stardust cocktails, we will be doing more cocktail theme nights, the next one will be in conjunction with the new Barbie film.

We have a full season of events from The Royal Opera House to look forward to including opera, ballet and dance and a large wish list for films during the coming months.

Once a year Ivybridge Football Club hold their presentation night serving a light bite food menu and always an amazing take on the bar the busiest night on the bar so far this year.

## **Information Centre**

Our Cinema/events membership is growing and we have a loyal core audience who come every single week. We are hoping to get as many members as possible so they can receive the most out of The Watermark.

The Information Centre/Box Office will be having a revamp and moving position within the Library this is to help customers go to the correct desk depending on what service they are looking for.

Ordered and received more RADAR keys which support those that need an accessible toilet, and can be purchased at the information desk, large and small keys available.

## **Coffee Shop**

The coffee shop serving area can get very hot especially in the summer season, the door to enter the coffee shop is a fire door and has to be kept closed for obvious reasons. The electrician fitted an automatic switch to comply with regulations so the door can stay open and will automatically close if the fire alarm goes off.

Annual water filter replaced on the coffee machine.

The catering team continue to thrive in the coffee shop giving the best service possible, the cakes that are made by Vicki do not stay on the counter long and people come from far and wide to enjoy home made cake and nice coffee.

The finance situation is still frustrating due to the high food cost I have again contacted our main suppliers to improve the prices we pay where possible.

The coffee shop weekly specials are based on what deals we receive from suppliers.

Theme days in the coffee shop to include staff dressing up to complement the cinema films (eg Barbie) also the same day we will be supporting the charity Breast Cancer Now.

## **Anti-Social Behaviour**

Graffiti on the main door of the building also the side wall and outside seating area, inappropriate wording, it was Tippex which we managed to scuffed off the main front door and used paint remover from the seating area outside.

One Friday wet evening in June anti-social behaviour issue, inside and outside the building.

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

## **Reserves Expenditure**

The accompanying report was sent to Policy and Resources by the Town Clerk, as some significant unplanned expenditure is needed. There are reserves in place to cover this though and once Policy and Resources have considered the bigger picture, it is hoped this work can go ahead.

Financial performance  
As at month 3

	<b>2021-2022</b>	<b>2022-2023</b>	<b>2023-2024</b>
Information Centre	£89.00	-£402.00	£596.00
Room Hire	£1,659.00	£3,790.00	£5,517.00
Cinema	£269.00	£2,756.00	£1,936.00
Live Artist	-£1,946.00	£545.00	£628.00
Catering	-£4,426.00	-£828.00	£1,165.00
Bar	-£1,466.00	£1,824.00	£3,497.00
Building	-£13,255.00	-£29,086.00	-£23,897.00
Business Centre	£6,220.00	£5,386.00	£8,331.00
<b>Total</b>	<b>-£12,856.00</b>	<b>-£16,015.00</b>	<b>-£2,227.00</b>

Michala Lord  
The Watermark Manager

## **POLICY AND RESOURCES COMMITTEE**

**24<sup>th</sup> July 2023**

### **Watermark Expenditure**

The Watermark Committee are meeting on the 25th July 2023 and will consider works required on The Watermark building, however these will not be able to be covered from The Watermark revenue budget. Therefore, this Committee is being asked to approve a budget figure for the use of reserves for the following issues:

#### **Auditorium Seating Repairs**

A quote of £4804.56 has been received from Audience Systems, the seat manufacturer, to rectify wear and tear on the seating system. Some of the recommendations are for health & safety reasons, and some are preventative maintenance.

#### **External Cleaning**

The external surfaces of the building are a self-coloured render and the north and west sides are particularly discoloured, as well as the south and east sides. We have received an indicative budget figure from one contractor of £4,000 but detailed competitive quotes have not yet been sought.

#### **Heating Controls (Building Management System – BMS)**

The supplier of the heating controls has ceased trading and a new company has taken over. In the meantime, some of the programming controlling the boilers and pumps do not seem to be correctly and efficiently controlling the system, resulting in increased gas and electric consumption (and excessive CO<sub>2</sub> emissions). Therefore, a maintenance visit to refine and reprogram the system to ensure efficient running is necessary. Allowance for up to two days would cost around £1,300 in total.

There are reserves allocated for these purposes and the balances stand at £1,562 in 9316/903 Auditorium Fund (can be used for the seating maintenance) and £62,387 in 9211/902 Watermark Support Fund.

It is **recommended** to confirm The Watermark Committee and delegated officers can continue to plan these works by seeking further quotes, where possible, in accordance with the Council's procurement policy, and execute the works, using the reserves detailed. Total budget costs are £10,104 - £1,562 from 9316/903 and £8,542 from 9211/902.

Jonathan Parsons  
Town Clerk