

MEETING REPORT

Meeting: Watermark Committee, 26th March 2024
Agenda item: 23-033
Report subject: Watermark Manager's Report
Report author: Michala Lord, Watermark Manager

Building

- Automatic front doors failed, Door Care South West to fix 19/03/2024, however underlying extra problems, repairs booked in for April, on the emergency list in case any cancellation slots
- Issues with heating and airflow, rectified by Award
- Acoustic moveable wall serviced via Accordial
- PAT testing completed
- Projector/lenses fixed, two quotes for a maintenance contract, waiting for a third quote
- Due to electrical problem the main stage light panel has broken, temporary stage lights from NUB fitted which will be used at a cost for each event, quotations provided from NUB to fix the stage lighting, like for like or with LED upgrade which would have an impact on electric usage, waiting on more comparison quotations
- Coffee shop dishwasher broken handle to be replaced and dishwasher to be serviced – this has avoided the need to purchase a new replacement dishwasher
- Booking from South West blood donation confirmed
- Repair work and maintenance for the lift completed
- Disabled toilet on the first floor has a leak from the toilet, toilet flush broken in the third toilet on the first floor, valve issues with the tap in the coffee shop, quote from Water & Warmth, work booked in.
- Following the water leak, the floor in the disabled toilet has subsequent water damage, Ivybridge Carpets to quote next week
- Looking at increasing room hire equipment to keep in line with inflation.

Top Floor

All the rooms on top floor are fully occupied with a short waiting list for the next availability.

Events

It is the first time since before Covid or even longer that all of our gigs in the first few months of the year have been sold out.

Great bar takes from acts like Joey and especially Tom Stade, great feedback and new faces.

We are trying new ventures such as an Afternoon with Adele and the new Ivybridge Comedy Club. Big names are returning to us such as Mad Dog and Joey again and we have a new contact on the comedy circuit who has already sent us Simon Evans at a better percentage split and he is trying to negotiate some big and interesting names for us. Exciting times ahead.

The good attendance of events/cinema etc has had a good impact on bar sales all around.

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Information Centre

The community board is working well in the library with a lot more space to advertise for local events in Ivybridge, staff are able to interact with customers and help with enquiries. The front window is being used primarily to promote the Watermark Ivybridge Town Council.

Coffee Shop

All staff continue to work to the best of their ability providing the best customer service. Monthly meetings to help progress performance, share new ideas, positivity and work life balance.

Staff: Staff job roles are being reviewed with upcoming staff appraisals, three new casual staff are to be added to the casual list which will help with the ongoing busy evening events. The Personnel Committee is considering a request to create an additional catering assistant role, to help alleviate the current work pressures within the café.

Anti-Social Behaviour

Anti-social behaviour outside the building is at a minimum, Friday evenings seem to be the challenging time. However no major issues to report.

Financial performance as at month 11

	2021-2022	2022-2023	2023-2024
Information Centre	£669.00	£165.00	£815.00
Room Hire	£9,010.00	£18,027.00	£15,642.00
Cinema	£4,051.00	£6,828.00	£7,983.00
Live Artist	-£1,588.00	£285.00	£2,035.00
Catering	£74.00	£2,872.00	£2,366.00
Bar	£4,007.00	£9,963.00	£11,378.00
Building	-£71,673.00	-£91,728.00	-£89,009.00
Business Centre	£20,580.00	£25,678.00	£34,083.00
Total	-£34,870.00	-£27,910.00	-£14,707.00