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**THESE MINUTES HAVE NOT BEEN RATIFIED**

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**MINUTES OF THE BOARD OF DIRECTORS’ MEETING**

**DATE:** 15th November, 2017 AT 6.00PM  **LOCATION:** THE BEDFORD HOTEL, TAVISTOCK

**ATTENDEES:**

Lisa Piper – BID Manager (LP) Robin Rich – I Love Candy - Chairman - (RR)

Nigel Eadie – Original Pasty House (NE) Andrew Baker - Potter Baker (AB)

Mandy Ewings - Original Barbershop (ME) Penny Samuels - Brocante (PS)

Kevin Wailey – Abode (KW)

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| Item ref | Agenda Item | Decision/Action |
| **1** | **APOLOGIES** |  |
|  | Cllr. Harry Smith. Valerie Davenport. |  |
| **2** | **MINUTES** |  |
|  | It was proposed by ME and seconded by AB that the minutes from the September meeting are accepted as a true and accurate record – all Members agreed |  |
| **3** | **GETTING THE WORK DONE** |  |
|  | **BID Managers report –** LP submitted her report:-   * **Communication and BID Team organisation –** LP reported that the blog on the website is updated weekly [www.tavistockbid.co.uk](http://www.tavistockbid.co.uk) and Becky has updated events – discussion regarding whether newsletter should be sent out by post in view of the communication criticisms from AGM – this would cost about £500 – LP has 161 email addresses, about 120 missing – Directors will try to get the addresses that are missing from those businesses that are close to them – decision made that those businesses not on email would receive newsletters that were posted or hand delivered – at the time of the new levy year the newsletters would be included with the invoices * The Pannier Market would not be opening on Christmas Eve – 10 traders wanted to open and 22 wanted to close – the Market perimeter were also approached, most said no * **Marketing** – **facebook –** events (Winter Festival) created by Becky **Moorlander newspaper** – promotion for Dickensian and Sunday opening booked – strap line on front page - **Radio Plymouth** also booked for both events **–** 10 second adverts - **Tavistock Times –**article supplied for Dickensian Times, and advert booked for Sunday openings – **Tavy Links –** article submitted * **Events –** Firework spinning event successful - **Winter festival -** poster circulated to Directors covering events from 18th November through to 24th December – posters to be displayed in the old Tavistock Times office, next door to Original Barbershop and Abode - **Dickensian –** all in hand, location of stage has been changed – LP has managed to get a larger one for the same price * **Bloom –** Discussion regarding hanging baskets – £21.75 each, to be filled with extra plants – LP given ‘go-ahead’ to order this – watering – prices needed consideration - TTC not happy to water in 2018, considered hiring van to do this, suggestion made that perhaps Fred and Emma who clean windows in Tavistock at least twice a week could be asked if they were willing to do this – watering equipment could be provided PS to approach * **Business rates –** Forms have been sent to Businesses that have received an increase in their rates – Directors felt that the criteria for claiming was still not clear – some who felt they were eligible for a rebate had not received a letter – LP will ask for a copy of the letter which had been sent out – she will also put on the website and speak to the Tavistock Times for an item from BID so that the deadline is not missed by any businesses * **Empty Units – update –** some work going on in property next to Abode – no-one knows who this is for – old Tavistock Times shop has been let - Mansbridge and Balment – units now going in – Tavy Club/British Legion – Bailiffs in on Friday * **Business** **support –** LP has been involved in sorting the road works due to be in the whole of Church Lane until the end of December – she spoke to Western Power – agreement that there will be a temporary fill for Dickensian – Debo Sellis will push from her end – affected Café Liaison and Westcountry Crafts this week for 2 days – Contractor – Kier are very good – now hoping to finish by the 4th December – made up some time last week * **Christmas lights –** some lights gone up (Friday/Saturday/Sunday) – few problems as most connectors are missing – not expensive to replace – hope to finish Friday/Saturday this week– Julian Grieves will check and test – he will sort any maintenance – Paddons Row have connection issue – cherry picker hired from Tavy Hire – TTC have said that the lights can be stored at the new Offices – were to be at the Guildhall, now at the Molly Owen Centre? – the Molly Owen centre had good parking and could accommodate all TTC – presence in Guildhall? * **Christmas trees –** should be coming next week – not many taken this up at present – there would be a further blog reminder * **Your Town** publication **-**  7,000 went out – costings shared with TTC, Chamber and BID * **Finger post –** the sign in Brook Street pointing up Paddons Row has been badly knocked by a lorry, LP has been in touch with the Blacksmith and this will cost £300 to repair – LP will check if Highways can take out and repair * **Pets at home –** no update | PS  LP  LP  LP |
| **4** | **MARKETING/PROMOTIONS** |  |
| **4.1** | **Promotions –** dealt with under 3 above |  |
| **4.2** | **Your Town -**  dealt with under 3 above |  |
| **4.3** | **Dickensian-** dealt with under 3 above |  |
| **4.4** | **Winter Festival** – dealt with under 3 above |  |
| **5** | **AROUND TOWN** |  |
| **5.1** | **Bloom – next year -** dealt with under 3 above |  |
| **5.2** | **Christmas lights –** dealt with under 3 above |  |
| **5.3** | **Road works –** dealt with under 3 above |  |
| **6** | **BUSINESS SUPPORT AND LOBBYING** |  |
| **6.1** | **Empty Unit update –** dealt with under 3 above |  |
| **6.2** | **Pets at Home objection update –** dealt with under 3 above |  |
| **6.3** | **Business rates –** dealt with under 3 above |  |
| **7** | **PARKING –**Suggestion for free parking for 17th and 24th December would be a large cost to BID – suggested that people be reminded that they can park at Killworthy Park – still discussions regarding car parking charges, suggestions that the charge could be £2 for ½ day or £3 for all day – LP has someone looking at the legal implications regarding maintenance – BID had understood that the revenue had actually increased over the time of £2 for all day because the car parks were used more – meeting on 28th November from 5.30-7.30pm. There had been suggestions that car parks could be built on – light industrial units at Riverside or Abbey Rise, multi-storey at Abbey Rise? – £3,000 in hand - LP trying to find out what is happening |  |
| **8** | **FINANCIAL REPORT** |  |
|  | AB talked through the present financial situation with Directors which seemed to be on track at present |  |
| **9** | **ANY OTHER BUSINESS** |  |
| **9.1** | **Roles of Directors** – LP reported that her workload was increasing and she was unable to do any more within her work hours – skills within the Board of Directors that could be used – suggestion that ME covered the various community links, which she did anyway – ME title – **Liaison Director** – ME reported that Rich Marlow had begun to build Santa’s grotto in Butcher’s Hall – Market Development Officer for 2 year period – Becky Hadfield – cost for grotto £5,000 – KH (Abode) wished to pay for this – ME and KH put together a statement for the website.  PS good with words, suggestion that she becomes **Communications Director –** role to cover press releases, proof reading from Becky and some pr as need arises.  AB should be known as **Finance Director.**  It was proposed by AB and seconded by ME that 5 out of 9 Directors should be a simple majority. | ME/KH |
| **9.2** | RR expressed concern regarding some comments on social media and verbally in the Shops personally directed at BID Staff, or helpers with delivery of information – this had caused deep upset – RR proposed to write a Chairman’s letter which he would put as a pin-post that was strongly words, firm and professional stating that personal criticism was not acceptable and would be deleted immediately, constructive criticism could be helpful - Directors felt that they collectively needed to look after their Staff, having a ‘duty of care’ to them. | RR |
| **9.3** | ME reported that ‘The Explorer’ (ex Ordulph) would be opening tomorrow |  |
| **10** | **Next meeting -** Wednesday 17th January, 2018 at 6.00pm. at the Bedford Hotel - please note – no meeting in December |  |
| **11** | The meeting closed at 7.50pm. |  |