

## MARKET MANAGEMENT GROUP

TUESDAY 12 MARCH 2002 AT 11.00 AM

PRESENT: Carlisle City Council

Councillor Firth (Chairman)  
Councillor Mrs Pattinson  
Councillor G Prest

Also in Attendance

Mr D Petrie - Halladale Developments  
Mr J McLaughlin - Finford Management  
Mr C Norrie - Centre Manager  
Mr D Atkinson - Head of Property Services  
Ms A Brown - Head of Financial Services  
Mr S Halstead - Senior Committee Clerk

## MMG.1/02 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Ms S McKee (Head of Communications - Carlisle City Council) and Mr K Lindsay (Property Director - Halladale Developments).

## MMG.2/02 MINUTES

The Minutes of the meeting of the Market Management Group held on 24 October 2001 were agreed as a correct record of the meeting.

## MMG.3/02 MATTERS ARISING FROM THE MINUTES

Referring to Minute MMG.21/01(b) regarding bus shelters, Councillor G Prest indicated that the City Council was now maintaining bus shelters and, as from 1 April 2002, responsibility for maintenance would rest jointly between the City and County Councils.

RESOLVED - That the position be noted.

## MMG.4/02 MANAGEMENT REPORT

Mr McLaughlin tabled Finford's Management Report.

Members asked that, for future meetings, the Management Report should be circulated seven days prior to the meeting with the Agenda.

The Management Report was presented as follows:

21A

1. **General**

(a) Change of Ownership

Halladale Haworth (Carlisle) Limited had now received all information from Allied London Retail Trading Limited in terms of their service charge reconciliation and outstanding tenant arrears.

(b) Change of Managing Agent

Mr McLaughlin indicated that the formal document appointing Finford Management as Managing Agents for the Centre, on behalf of the City Council, was currently being finalised and should shortly be signed.

He indicated that Finford Management's involvement with the Centre had now been underway for approximately six months, visiting on average once a week. He considered that this familiarity and hands-on management was already producing benefits in terms of tenant relations, service charge issues and asset enhancement.

He indicated that an Officer from the City Treasurer's Department had arranged to visit the offices of Finford Management towards the end of March 2002 to audit issues and procedures in relation to the Market.

(c) National Association of British Market Authorities

Mr McLaughlin indicated that the Association were to consider changing their Constitution to permit Finford to attend meetings as a representative of the City Council.

(d) On Site Staff

Mr McLaughlin reported that Ms N Keeling, Centre Manager, and Mr I Snowdon, Operations Manager, had left to take up alternative positions.

He indicated that Finford Management were delighted to have appointed Colin Norrie as Centre Manager prior to Christmas, and, more recently, Helen Wylie as Operations Manager. Ms Wylie had been in post for two weeks.

Mr Norrie indicated that he was currently arranging for outstanding maintenance work in the Market Hall itself to be dealt with.

## **2. Trading**

The Centre Manager had prepared a Summary Sheet with each tenant indicating their view on trading performance. With some exceptions, tenants had reported an excellent trading period, particularly immediately prior to Christmas.

The Centre Manager continued to develop various marketing events and activities which were aimed at supporting the stallholders.

## **3. Tenant Issues**

### **(a) Tenant Relations**

There were no significant issues in terms of tenant relations. The Tenant Liaison meetings continued and an invitation had been extended to those tenants in Treasury Court to attend.

### **(b) Vacant Units**

Mr Petrie outlined the action being taken to market various combinations of the Arcade Units. Further marketing had been carried out in respect of Treasury Court. Action was also being taken to market a number of vacant Market Units. These had regrettably increased recently.

### **(c) Lease Renewals**

Approaches were being made to tenants whose existing Leases had expired in order that they could be persuaded to sign new Leases.

## **4. Footfall**

### **(a) Footfall**

Prior to Christmas footfall had been down on the previous year, though this had not been reflected in trading figures. Since the start of 2002, footfall had been ahead of last year despite very poor weather.

## **5. Financial Performance**

### **(a) Service Expenditure 2000/01**

Mr McLaughlin reported to the Group on the current arrangements with regard to service charges, and indicated that it was anticipated that the Service Expenditure at the end of the 2002 financial year would be close to, but within, budget.

(b) Rental Income Summary 2000/01

Mr McLaughlin indicated that the total income for 2000/01 was broadly in line with projected rental income, and that the projected ground rent (after costs) due to the City Council would be broadly in line with these figures.

**6. Other Matters**

(a) Market Hall Signage

Mr Petrie indicated that the temporary signage which had been used over the Christmas period had served its purpose.

He indicated that he was in discussions with Council Officers regarding re-branding and new signage which would require planning consent etc. He anticipated having a scheme ready for submission for Planning and Listed Building Consents within the next couple of months.

Mr Atkinson asked Mr Petrie to send him details of the signage proposals, so that they could be circulated to Members of the Group.

(b) Service Charge Returns

The new Service Charge Budget was currently being prepared and details would shortly be provided to Council Officers.

(c) Ground Rent Returns 2001/02

The annual rental returns for the year to 25 March 2002 were currently being prepared and a draft would be available shortly. As required, the Audited Statement would be available by 4 June 2002.

(d) Market Stall Leases

Mr McLaughlin indicated that it had been agreed between Finford Management and the City Solicitor and Secretary that the existing leasing arrangements should not be altered.

(e) The Oak Gate Development

Mr Petrie indicated that the current Oak Gate proposed development required both a retail frontage and fire escape onto Treasury Court itself. He indicated that Halladale were in discussion with the developers over these rights. Any monetary gain obtained by Halladale in return for allowing the developers a retail frontage and fire escape onto Treasury Court would be used to enhance Treasury Court.

RESOLVED – (1) That the Management Report be noted.

(2) That Mr Petrie be requested to supply details of the proposed signage proposals to Mr Atkinson so that they could be circulated to Members of this Group.

MMG.5/02 ANY OTHER BUSINESS

(a) Contribution to Christmas Lights etc

Councillor Pattinson asked whether the Centre traders contributed to the City Centre Christmas decorations.

Mr Norrie indicated that traders in the Market Hall were not prepared to contribute as they did not feel many of the people attending the Christmas Lights Switch On visited the Market Hall.

RESOLVED – That the position be noted.

(b) British Market Week

Mr Atkinson asked whether the traders wished for events to be held as part of British Market Week this year.

Mr Norrie indicated that the traders did not wish to participate this year, as they felt that events previously held had done nothing to increase trade.

The traders considered that radio advertising would be a better use of any promotions budget. Mr Norrie indicated that he was looking at this option on their behalf.

RESOLVED – That the position be noted.

MMG.6/02 DATE OF NEXT MEETING

RESOLVED – That the next meeting of this Group be held on Tuesday 11 June 2002 at 11.00 am.

(The meeting ended at 12.00 noon)