

EAST GRINSTEAD TOWN COUNCIL

Council Offices, East Court, College Lane, East Grinstead, West Sussex, RH19 3LT

Town Clerk: Samantha Heynes FdA (Comm Gov) FSLCC

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To: Members of the Amenities & Tourism Committee
Quorum is 3

23rd December 2025

Dear Councillor

You are hereby summoned to attend a meeting of the **AMENITIES AND TOURISM COMMITTEE** to be held at **THE COUNCIL CHAMBER, EAST COURT** on **TUESDAY 6th JANUARY at 7.00pm.** Where possible please clarify any points or raise questions before the meeting with the Clerk or Chairman to ensure an answer can be given. If you are not able to attend and wish to send a substitute, please advise the Clerk as to whom your substitute will be.

Non-committee members wishing to attend and speak must ensure that they seek permission from the Chairman before the meeting starts, and should indicate the item they wish to speak on.

Yours faithfully

Samantha Heynes
Town Clerk

ORDER OF MEETING

7pm Public Participation

Members of the public may attend the meeting in person. There is a period of up to 15 minutes for public questions relating to items on the agenda.

Any question must be submitted to the Town Clerk 24 hours in advance of the meeting, referencing the agenda item it is related to.

Each member of public will be able to speak for a maximum of 2 minutes and will have no right of reply. If a question cannot be answered at the meeting, a written response may be provided at a later date.

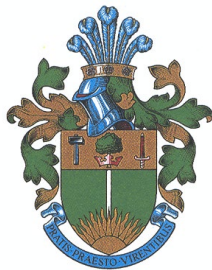
The Chairman's interpretation of the standing orders is final. Should there be no questions, or the questions complete before the end of 15 minutes the Chairman will move along to the agenda and public participation will end.

AGENDA

23. Apologies for Absence
24. Declarations of interest
25. To approve the minutes of the meetings held on 9th September 2025
26. Chairman's Announcements
The Chairman will give brief updates on items not included in the agenda.
27. To consider and note the actions list (Appendix A)
28. Tourism Report
The report from the Community and Tourism Manager is enclosed for consideration (Appendix B)
29. Estates and Civic Pride Report
The Estate Manager's report is attached for consideration (Appendix C)
30. Burial Services Report
The Cemetery Services report is attached for consideration (Appendix D)
31. Bookings Caretaking Report
Bookings & caretaker report is attached for consideration (Appendix E)
32. To receive an update regarding the Water Fountain (Appendix F)
33. To consider the requirement to create an EPC for Chequer Mead

The next full meeting of the Committee will be on **TUESDAY 24th MARCH 2026**

Meeting	Min No	Details	Date	Action by	Comments	Status
A&T	335	Submit a request for S106 funding for Columbaria	20/03/2025	EL	Planning application approved, awaiting final installation quotes to include in the report prior to S106 request being submitted	In progress
A&T	335	To continue to explore options available to the Council to open the right hand side of QRC to the public	20/03/2025	EL	No progress to date.	
A&T	4	Continue to talk to MSDC re the state of their playparks	17/06/2025	Estates Team	Fire damage reported at Brooklands Park	Ongoing
A&T	20	To arrange a follow up meeting for the committee to revisit QRC	09/09/2025	EL	Trying to find a date when the majority can attend.	
A&T	20	Look into securing ownership of the small area of land at the entrance to Mount Noddy cemetery - Town Clerk to get updates	09/09/2025	EL	Dialogue ongoing with developers, an update will be provided at A&T.	
A&T	18	Consideration of the feasibility of a pump track within the town to be added to the next agenda, with a including potential options and costings to be being prepared.	09/09/2025	AF	A week-long hire of a temporary pump track for July 2026 had been included within the proposed 2026-27 budget.	
A&T	20	Exploration of electrification of the fencing at QRC to try and prevent goats from escaping.	09/09/2025	EL	To be addressed Spring 2026	
A&T	20	Chase structural engineer's report regarding the condition of the wall at QRC	09/09/2025	EL	Draft report received, feedback provided for amendments, no response to date (11/11	



EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

Tuesday 6th January 2026

Agenda Item 28: Community Team Report

Alice Fletcher: Community & Tourism Manager

Purpose of Report: To advise the Committee of the work of the tourism and town promotion part of the Community and Tourism Team. The Team report jointly to this committee and the Public Services Committee.

1. Community and Tourism Desk Enquiries

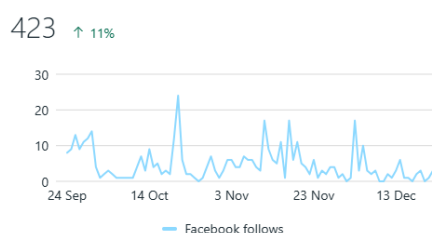
The Team have responded to numerous enquiries - approximately 41 Tourist related, 86 Community related and 70 other, since the last report.

We have posted –

- 119 Facebook posts, averaging around 2,339 hits per day on EGTC Facebook.
- 117 Facebook posts, averaging around 412 hits per day on Visit East Grinstead.
- 79 Instagram posts, averaging around 153 hits per day on EGTC Instagram.

We're up to 4.4k followers on EGTC Facebook and 1.5k followers on EGTC Instagram, with an increase on Facebook of 423 followers (11%) and on Instagram of 79 followers (5.2%).

Follows ⑨



2. Merchandise Tourism Sales

Sept	£70.50
Oct	£231.00
Nov	£325.50
Christmas Market	£367.70
Dec so far	£62.62
Total	£1,057.32

The photo calendar sales were going really well with 39 sold in October and 41 in November. Unfortunately due to us not being based in the library for the whole of December we have not been able to sell as many calendars or other merch as hoped however the Christmas Market really boosted our income.

The photo calendars will be offered for sale at a discounted price in January when the team returns to the library.

3. Events this Quarter – Overview

Below is a brief summary of all the events since the last meeting. Also included is a summary of the feedback survey results.

3.1. Classic Motor Show – Sunday 7 September

The Classic Motor Show was successfully delivered, supported by favourable weather. Prime Response managed the road barriers as marshals, while Town Council staff and councillors provided event support on the day.

We had 90 confirmed cars signed up plus a waitlist, as well as 23 motorbike registrations. However, only 60 cars and 23 motorbikes attended on the day. Feedback from car owners suggested that the good weather may have encouraged some registered participants to travel further afield instead. A survey was distributed to all registered owners, including those who did not attend, to gather more detailed insights.

We may explore the option of introducing an entry fee for vehicle owners this year, although it is unclear whether this would reduce non-attendance on the day.

On the positive side, we were able to supplement numbers with 10 additional classic cars, as well as both a fire engine and a vintage fire engine, which helped to fill the upper end of the High Street. A police car also attended for several hours to promote the open day at the Chequer Mead Police Contact Centre.

It is worth noting that the Edenbridge Motor Show took place on the same day, having moved from its usual second Sunday to the first Sunday in September. They have already announced that their 2026 event will also be held on the first Sunday. To avoid future clashes, we may consider shifting our event to the second Sunday in September.

Previously, the Classic Motor Show has restricted entries to vehicles manufactured before 1985. We are reviewing this criteria for the coming year to refresh and broaden the range of vehicles on display.

As stated on the EGTC website, applications for this year's event will open in March.

3.2. Remembrance Day – Sunday 9th November

The Town Council worked closely with the Royal British Legion (RBL) and the Air Training Corps (ATC) to deliver a respectful and well-attended Remembrance Day event. For the first time, a professional road-marshalling company was appointed to manage the traffic barriers. Letters of thanks were sent to long-standing volunteers, acknowledging their years of service and inviting them to continue contributing by distributing orders of service if they wished.

The parade followed its traditional route, forming up on King Street and London Road before proceeding to the war memorial, led by the East Grinstead Concert Band. The flower beds provided a striking visual tribute, featuring 199 individually named, hand-painted wooden poppies.

The service ran smoothly, with thanks to Rev. Luke Whiteman, St Swithun's Choir, RBL President Grahame Stagg, and John Chisholm for their contributions, and to the ATC for leading the parade. A large number of residents gathered to pay their respects. After the ceremony, the parade continued along the High Street and concluded with dismissal in Vicarage Car Park.

Members of the Lions Club and Town Council staff distributed orders of service throughout the event. St John Ambulance attended and provided assistance to a few participants who felt faint during the parade.

Plans have been put in place to ensure the short service of remembrance at East Court prior to the main event on the High Street is held in 2026.

3.3. The Big Reveal and Christmas Lights Switch On – Saturday 15th November

It was a mild and dry night and the turnout was huge – biggest attendance ever! Food and drink vendors were all down London Road and for the first time ever London Road was as busy as the High Street. Prime Response managed the road closure. There were no issues and the Lights came on at the count down. The windows all looked great. Thank you everyone that supported the event.

3.4. Christmas Market – Sunday 7th December at East Court / Meridian Hall

A decision was made last year to hold the Christmas Market inside rather than on London Road to avoid bad weather issues and due to the success of this it was decided to hold this year's market indoors at East Court and Meridian Hall. There were 40 stall holders inside plus food and drink vendors outside on the courtyard as well as the Lions Santa's grotto, a face painter, East Grinstead Concert band and a 'photo opportunity' display. The day was very well attended with footfall very busy all day until the last half an hour. The Community and Tourism team had a stall selling East Grinstead photo calendars, tea towels, mugs and teddies and sold £367.70 worth of goods.

4. 2026 Overview

The Community and Tourism team submitted requests for budget with suggestions for events so the team will be working on this.

5. Pump Track – Summer Holidays

The pump track below has been booked for 28th July 2026 for 1 week. The first day will be run as an event day with staff from Dirt Factory providing free bike hire and support, as well as other activities happening at King George's field. Land use on the dates has been booked in with MSDC.

World Cup Pump Track



6. Pump Track – Permanent

The Community and Tourism team have made contact with the 3 main contractors of pump tracks – Dirt Factory, Clark & Kent and Velocity to look at what they could provide should budget and location be found for a permanent option. Cllr. Steve Ody arranged a youth engagement meeting to gather ideas on what young people in East Grinstead would like from a Pump Track if it was possible to have one in East Grinstead and they were very keen.

7. East Grinstead Heritage Craft Fair

East Grinstead Museum is planning a two-day Heritage Craft Fair in October 2026, as outlined in the accompanying proposal, to celebrate both the Museum's 20th anniversary on its current site and 100 years since the founding of a museum in the town.

The Fair will focus on endangered Mid-Sussex, Weald and West Sussex heritage crafts. It will raise awareness of traditional skills that are at risk of disappearing and highlight East Grinstead's rich cultural heritage.

To support the delivery of this significant celebratory event, the Museum would like to request assistance from East Grinstead Town Council in the form of **free or discounted room hire** at East Court and Meridian Hall. The standard weekend hire rate for October 2026 totals £1,944, which represents a substantial cost for the Museum.

Council support would play an important role in enabling the event to take place and would help ensure it is accessible to a wide audience, while also bringing cultural, educational and economic benefits to the town.

The Community and Tourism team would work with the Museum to widely promote the event (see attached museum information page).

Action: To consider whether to offer support for the East Grinstead Museum Heritage Craft Fair at East Court through the provision of free room hire or an approved discounted rate.

Feedback Survey Reports – Car Show, The Big Reveal and East Grinstead Christmas Market

Classic Motor Show Visitors – 7/9/25 :

1.Are you an East Grinstead Resident?

16 people responded

13 (81%) people said yes, 3 (19%) people responded no.

2. Are there any specific cars or motorbikes that you would like to see next time?

9 people responded, average comments:

MG, Ford Mustangs and BMWs, Ford Capri, 60s and 70s Classics, American Muscle Cars, Japanese Motorcycles from the 70s.

3. Did you make any purchases in the local shops, cafe's or restaurants during your visit?

16 people responded.

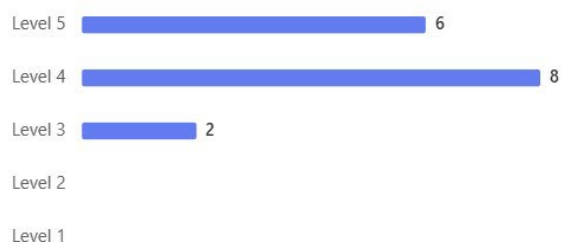
13 (81%) people said yes, 3 (19%) said no.

4. What was your highlight of the event?

16 people responded. Average comments:

- Lovely Vintage Cars
- How busy it was
- The enthusiasm of the East Grinstead Residents
- Meeting Friends
- Some respondents named a specific car as their highlight
- Crowds and lovely Cars

5. What would be your overall rating of the Classic Motor Show 2025?



- Later finish time.
- Cars too close together – spread It out further.
- More information about each vehicle.

Classic Motor Show Exhibitors:

31 people responded.

1. What vehicle did you bring to the event?

25 (81%) people said car, 6 (19%) people said motorbike.

2. Are you an East Grinstead resident?

15 (48%) people said yes, 16 (52%) people said no.

3. If not, how far did you travel to get here?

Wide range of answers from 1 mile to 50 miles.

4. Is there anything you would like to change for next year?

- Vehicles should not be started when parked.
- More things for kids to do.
- Food and drink vendors.
- Minimal charge to discourage no shows.
- Live music
- Felt smaller than previous years
- More than once a year
- Stickers for the event to put on cars.
- More cars and motorbikes.

5. Would you attend again in the future?

29 people said yes, 2 people said no.

6. Do you have any recommendations for car clubs that we could contact for future Classic Motor Shows?

31 people responded. Some of the most common answers were:

- No
- Avoid inviting Car Clubs due to taking up too much space.
- SADCASE
- Surrey Vintage Vehicle Society
- Karmann Gia Owners Club
- Land Rover Series 2 Club
- Club Triumph

- Forest Row Car Club
- Fifty Four Horley
- Vintage Japanese Motorcycle Club
- Vintage Motorcycle Club
- MBG Owners Club
- Sussex Prestige Ford Club

7. Did you make any purchases in the local shops, cafe's or restaurants during your visit?

29 (94%) people said yes, 2 (6%) people said no.

8. Please rate your overall experience of East Grinstead's Classic Motor Show:



9. What was your highlight of the event?

30 people responded. The most common responses were:

-Cheerful Visitors

- High number of visitors
- Good crowd
- Seeing the High Street alive
- Meeting other car enthusiast

The Big Reveal – 22/11/25:

63 people responded.

1. Are you an East Grinstead resident?

57 (90%) people responded yes, 6 (10%) said no.

2. Did you attend?

59 (94%) people said yes, 4 (6%) people said no.

3. How did you find out about The Big Reveal?

63 people responded.

41 (65%) people said Facebook, 6 (10%) people said the East Grinstead Town Council Website, 5 (8%) people said posters and 11 (17%) people responded with word of mouth.

4. Did you enjoy the entertainment? Please leave any feedback here:

63 responses. The average comments:

- Yes
- Great variety of food
- Enjoyed the LED Robots
- Music throughout the light switch on?
- Rock Choir were amazing
- Too busy
- Very Christmassy.
- Well organised.
- Brilliant.
- Couldn't hear the Vicar as speakers were too quiet.
- More speakers throughout town.

5. Have you/ will you be voting for your favourite window?

63 people responded.

48 (76%) people said yes, 15 (24%) people said no.

6. Did you purchase food from one of the on site food vendors?

63 people responded.

30 (48%) people said yes, **33 (52%)** people responded no.

7. How would you rate the food and drink options available?



8. Did you make any purchases in the local shops, cafe's or restaurants during your visit?

39 (62%) people said yes, **24 (38%)** people said no.

9. What was your highlight of the event?

63 people responded. The average comments were:

- Fake snow
- DJ at Tree Frog
- Rock Choir
- Great atmosphere and seeing friends
- Lights Turn on
- LED Robot

- Elsa and Anna
- Christmas Tree
- Smiling Community spirit
- Taking part as one of the stalls
- Some respondents named a window they liked as their highlight.
- Looking at the displays
- Seeing everyone so happy.

10. What would be your overall rating of The Big Reveal 2025?



East Grinstead Christmas Market Visitors – 7/12/25:

7 people responded.

1. Are you a resident of East Grinstead?

7 (100%) people said yes.

2. How did you find out about the Christmas Market?

6 (86%) people said Facebook, 1 (14%) person said Instagram.

3. Did you enjoy the entertainment? Please leave any additional comments here.

6 people responded. The average comments:

- Very well organised
- Missed the entertainment
- Wholesome
- Left before The Concert Band had started.

4. How would you rate the variety of stallholders that attended?



5. Did you purchase anything from one of the stallholders?

5 (71%) people said yes, 2 (29%) people said no.

6. Did your child(ren) take part in any of the Children's activities (Santa's Grotto, Christmas Trail and Christmas Crafts)?

1 person said yes, 5 people said no, 1 person said N/A.

7. What was your highlight of the event?

6 people responded. The average comments were:

- The atmosphere
- Santas grotto
- Wholesome Christmas feel
- So many people attended and everyone was so friendly.

8. What would be your overall rating for this event?



9. Please leave any additional comments here:

5 people responded. Comments:

- More Christmas Music in the background of Meridian Hall.
 - Nowhere to sit and have food and drinks
 - More indoor space as tricky to move around
 - Too busy
 - More festive decorations in Meridian Hall.
-

East Grinstead Christmas Market Stallholders:

13 people responded – this was sent to all stallholders.

1. Are you a resident of East Grinstead?

3 (23%) people said yes, 10 (77%) people said no.

2. Is there anything you would like to change for next year?

13 people responded. Main comments were:

- Lots of people said no.
- Comments on the Band being too loud and the fact they came later on in the event.
- 11-3
- 10am
- Entry to the Market should be paused if it gets too busy.
- Music too late and too loud.
- Spread out the stalls in East Court Mansion.

3. Were your sales as expected/ even better?

- The majority of respondents commented that their sales were better or same as expected.

4. Would you attend again in the future?

100% of respondents said yes.

5. What was your highlight of the event?

12 people responded. The average responses were:

- Lovely venue with lots of customers
- Great communication and organisation
- Lots of customers
- Really good sales
- Great atmosphere and friendly customers.

6. Please rate your overall experience at our East Grinstead Christmas Market:



East Grinstead Museum

East Grinstead's Heritage Craft Fair – October 2026

2026 marks the 20th birthday of East Grinstead Museum on its current site. It also heralds 100 years since the birth of a museum in the town when, in March 1926, Rev Golding-Bird began a collection in St Swithun's church tower, starting with a set of grappling irons that had been stored at the Church for accessibility. The interest they sparked gave him the idea for a collection and today East Grinstead Museum holds those 4 grappling irons in its collection, the first objects to be seen as visitors walk through its doors.

To celebrate these two anniversaries, East Grinstead Museum will be leading a programme of events, talks and tours throughout the year and proposes that this will culminate in our organisation of a **Two-day Heritage Craft Fair** centred around endangered Mid-Sussex, Weald and West Sussex crafts.

The Fair will create a unique opportunity for the town to gather together the societies, groups and artisans involved in local craft making and producing. These crafts encompass Sussex trugs, wainwrighting, hazel basketry, bobbin lacemaking, natural dyeing, rake making, weaving and quilting, many of which are dying out due to lack of trainees or a more general need for wider education and marketing.

East Grinstead Museum has provisionally set a date in October 2026 for the Fair and has identified East Court's Meridian Centre as the perfect space to bring together these endangered crafts and attract a far wider audience, from local residents to national and, potentially, international visitors. Given such a prime location, it also provides an excellent opportunity for presentations, talks and workshops that will bring wider media coverage to the town and the Fair including TV, radio, podcasts and newsprint.

Judith Burns, Museum Manager

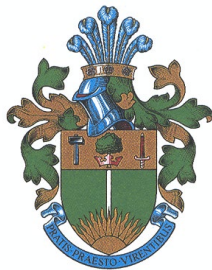
manager@eastgrinsteadmuseum.org.uk

Tel: 01342 302233

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East Grinstead Museum is a Registered Charity: Reg No. 1171561





EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

Tuesday 6th January 2026

Agenda Item 29: Estates & Civic Pride Report

Alison Merricks: Head of Estates & Civic Pride

Public Works

Town Enhancements

Baldwins Hill Sign – Lowdells Lane / Lingfield Road

We were advised by West Sussex Highways that a local resident had reported the Baldwins Hill sign, located at the junction of Lowdells Lane and Lingfield Road, was unstable. Initially, we intended to inspect and secure the post with postcrete if necessary. However, our inspection found the post to be rotten. Due to the weight of the sign and the extent of the rot, our outdoor services team considered it unsafe to leave in place and removed it.

West Sussex Highways confirmed that the sign did not fall under their responsibility and suggested it may have been installed by East Grinstead Town Council. However, we were unable to find any records to support this. We suspect the sign was originally installed by Surrey County Council prior to boundary changes under The Surrey and West Sussex (County Boundaries) Order 1992 (Statutory Instrument 1992 No. 2093), which transferred parts of Lingfield Road and Lowdells Lane to West Sussex County Council. Unfortunately, neither Surrey nor West Sussex hold records of the installation.

To ensure the sign was not lost, a replacement post has been installed by the outdoor services team.

Finger Posts

The Town Council maintains two traditional finger posts to ensure their preservation, recognising them as historic landmarks that contribute to the local character and identity of the area. These signs provide a unique visual appeal that modern signage cannot replicate. The traditional wooden finger post on Vowels Lane was removed and taken to the workshop so that our handyman could carry out extensive maintenance works before returning it to its original location. The second finger post at St Hill Green required more extensive repairs, including the replacement of the lower part of the post and new letters. The works have been appreciated by the local residents.

Flowerbed Display

The summer planting has now been removed and replaced with the Winter/Spring scheme, which includes a vibrant display of spring bulbs.

For Remembrance, the High Street featured a moving installation of 199 handmade poppies — one for each person named on the war memorial, each poppy individually labelled. We received many heartfelt messages of appreciation.

The display has since been condensed into the two beds on either side of the war memorial to make space for the Christmas feature, which this year is Santa on a sleigh being pulled by three

of his reindeer. A special thank you goes to our gardener, who created the beautiful artwork in her own time.

Bench Replacement

Taking advantage of discounts available in November, a replacement bench was purchased and installed near the Fire Station. The new recycled plastic bench has been well received and is frequently used.

Traders' Summer Baskets

To enhance the Town's floral display, in addition to the civic planting programme, local traders are invited annually to purchase a hanging basket. The cost includes the supply and planting of the basket, the loan of the basket, safety inspection of the supporting bracket, and a minimum of twice-weekly watering throughout the season.

In order to meet increased staffing and water costs, together with the anticipated rise in the cost of planted baskets, officers propose that the charge to traders be increased in 2026 by 6%, from £47.00 to £50.00.

Recommendation: Committee is asked to agree to the proposed increase in the cost of traders' hanging baskets from £47.00 to £50.00, inclusive of VAT, for 2026.

Concessionary Summer Baskets

Staff and Town Councillors have previously been offered the opportunity to purchase Summer Baskets at a concessionary rate, lower than that charged to traders, as the cost does not include delivery, watering, or the return of the baskets at the end of the season.

Recommendation: Committee is asked to agree to continue offering staff and Town Councillors the opportunity to purchase concessionary Summer Baskets and to approve the proposed increase in cost from £32.00 to £33.00, inclusive of VAT, for 2026.

Partnership Agreements

Street Name Plates

The Street Nameplate Service Level Agreement (SLA) is due for renewal next year. The Mid Sussex District Council Legal Department is currently reviewing the document to ensure all details are in order. East Grinstead Town Council have confirmed that they are happy to continue with the current Street Nameplates maintenance agreement. Following the duties under the SLA partnership agreement for the repair and renewal of the street name plate's contract; the Outside Services team installed 6 street name plates and there are currently 10 nameplates on order.

Bus Stops

Bus shelter 4806 017 has been reported to our contractors following an incident of vandalism. Broken glass at the site was cleared by outdoor services team.

Bins

Mid Sussex District Council's waste teams advised that they would no longer be emptying the bin in the Millennium Garden, as this is private property. A request from the Town Council to reconsider was declined, despite the collection having been carried out for many years on a goodwill basis. The Town Twinning Chair was advised of the situation, and we were informed that the garden is now managed by the East Grinstead in Bloom committee. Although the East

Grinstead in Bloom volunteers initially attempted to empty the bin themselves, it soon became clear that this was not a workable long-term solution. Following discussions, a solution was agreed with MSDC: the Town Council's Outdoor Services Team installed a new bin on the pavement, which falls under the public highway. Serco have now included this bin within their collection rounds.

Bench

The refurbished bench was returned to the site of the main bus stop which is well used and appreciated by the bus drivers.

Grit Bin – Stone Quarry Estate

As previously reported following the licence approval from West Sussex County Council the outdoor services installed the grit bin on the Stone Quarry Estate. As the licence was approved after the most recent West Sussex County Council salt audit, the grit bin has had to be filled by the Town Council.

Other Works

Graffiti

In response to a significant increase in offensive graffiti across the town, to which the outdoor team responds on the same day or as soon as reasonably practicable, a dedicated trailer has been procured to accommodate the bespoke jetting system used for graffiti removal.

Festive Lights

High Street Power Box

The High Street power box has successfully undergone its annual electrical inspection and certification in preparation for the Rotary Christmas Tree Lights Switch-On event. This inspection forms part of the Council's regular risk management and safety assurance procedures, ensuring that all electrical installations used for public events remain fully compliant with current safety regulations and standards.

Rotary Christmas Tree

The Outdoor Services Team assisted the East Grinstead Rotary Club with the collection and installation of safety barriers for the annual Rotary Christmas Tree display. The Town Council funded the electricity supply for the associated festive lighting. As the lighting is powered from a Council-owned electrical distribution box, a risk assessment and current Portable Appliance Testing (PAT) certification were provided and reviewed prior to approval being granted for connection.

Reported Issues

As always rain and electricity caused a few outages with the festive lights, however these were quickly rectified and replaced three of the Miniature Circuit Breakers in the lighting columns.

Turners Hill Road Rec

Hedge Cutting – The hedge cutting was completed; however, this remains challenging as works could not be undertaken until the beginning of September which has been very wet over the last few years.

Bench

Following the annual inspection of benches, the bench located at Turners Hill Road recreation area was identified as being in need of major refurbishment. Upon further inspection, it was determined that replacement would be more appropriate, and a new recycled plastic bench was ordered before being installed by the outdoor services team.

King Street Toilets

Vandalism Incident

As previously reported, following a series of vandalism incidents and the theft of toilet rolls, replacement holders were installed. These new units feature a strong and robust stainless-steel cover combined with an impact-resistant ABS inner. They were believed to offer improved durability and strong resistance to deliberate attempts at vandalism.

Unfortunately, at the end of October the disabled toilet was vandalised once again, with the new toilet roll holder being smashed off the wall and the toilet roll stolen. After consulting with our cleaning contractors, the decision has been taken to lock the disabled toilet in the evenings. This means that those with a RADAR key are currently not able to access the toilet at night.

All incidents continue to be reported to the police, including a recent report of needle use. We have been advised that additional patrols and checks of the toilets have now been implemented. If the regular group are present, the police will engage with them regarding the concerns raised, including advising that if they are using the toilets to dispose of needles, they should do so in the appropriate bins and not use the toilet rolls to clean them.

Emergency Tests

The annual testing and servicing of the emergency lighting and smoke detectors was carried out in September by our contractor.

Hygiene Services

The service contract for the nappy and sanitary bins as well as the aroma mats has been renewed.

Blocked Drains

Following a report from our cleaning contractors that the drains were once again blocked, causing an unpleasant smell and flushing issues, our jetting services team attended and successfully cleared the blockage.

Urinals

Following a report from our cleaning contractors that the bottom of the urinals had come away or been pulled off, the outdoor services team attended made good the repairs.

Tree Works and Inspections

Ongoing Works

A range of tree and groundworks have been carried out, either as part of ongoing requirements identified in the tree survey earlier this year, or in response to damage caused by recent high winds which left some branches unsafe:

- High Street Cherry Tree – pruned to maintain safe pedestrian access.
- Mt Noddy Allotments – willow reduced to 5m using a tracked machine.

- Turners Hill Road Recreation Ground – removal of an unsafe oak branch and sycamore stems, completed with the use of a tracked machine.

Tree Maintenance Software

The annual subscription for the tree maintenance software has been renewed. This software is designed to help manage tree inventories, track maintenance schedules, generate reports, and streamline field service operations.

Neighbouring Trees – Fairview Homes Land

In October, a site meeting was held with the Estate & Property Management Company, who are responsible for the maintenance and management of the tree stock on land owned by Fairview Homes, acting on behalf of St Johns Road (East Grinstead) Management Company Limited. The purpose of the meeting was to review trees on the site that require maintenance works.

Mount Noddy Allotments form part of the Town Council's land ownership and, as part of the Council's recent tree survey, issues were identified with trees overhanging this land from the neighbouring Fairview Homes site. In particular, two oak trees are overhanging the boundary and are low-hanging over the public footpath adjacent to Mount Noddy Allotments. The branches are currently resting on the boundary fencing, presenting a potential safety risk to footpath and allotment users, as well as a risk of damage to the fencing.

In addition, an ash tree located further along the footpath, growing directly on the fence line, appears to be in poor health. The Council's appointed tree surgeon has advised that this tree should be removed in its entirety.

While the land is owned by Fairview Homes, responsibility for the ongoing maintenance of the tree stock, and the associated costs of any works, rests with the Estate & Property Management Company on behalf of St Johns Road (East Grinstead) Management Company Limited. The costs of the works will therefore be met by the residents. The Management Company has confirmed that it is aware of its legal liabilities and the need to undertake all necessary health and safety works.

Due to the identified health and safety concerns, the matter is considered urgent. However, due to the potential costs involved, it has been agreed that the proposed works will be presented at the residents' annual meeting, following which the Town Council will be advised in early 2026 of the works that are to be undertaken.

Equipment

Trestles – Replacement and Support of Finger Posts

Two replacement trestles were purchased to provide support for the finger posts that were removed and transferred to the workshop for substantive maintenance. This measure was taken to ensure the safe handling, stability, and preservation of the posts during the maintenance process.

Cut-Off Wheel

A cut-off wheel was purchased to facilitate the safe and efficient removal of old street name plates. This tool will support ongoing maintenance works by enabling precise removal while minimizing damage to surrounding fixtures.

Electric Clearing Saw

As requested by the Outdoor Services team, an electric clearing saw, along with the necessary batteries and charger, was purchased. The adoption of an electric model offers several advantages, including reduced noise levels, zero direct emissions, lower operating and maintenance costs, and improved operator comfort through reduced vibration. These benefits contribute to a safer, more sustainable, and efficient approach to vegetation management. The cost of this was shared with the Cemetery Budget.

Combi Drill

The outdoor services purchased a replacement cordless combi drill.

Ford Transit

The annual service was completed on the van on 27th November and all works undertaken as recommended.

REPAIRS, RENEWALS AND MAINTENANCE EXPENDITURE

September - November	Exc. Vat
5 x Toilet Roll Dispensers – King Street Toilets	735.00
Emergency Testing – King Street Toilets	175.00
Macadam & Postfix – Street Signs	85.68
Red Gloss Paint – High Street Flower Display	71.76
Nappy & Hygiene Contract – King Street Toilets	588.44
Aroma Mat Urinal Screen – King Street Toilets	26.89
WD40	6.79
Tree Works	1050.00
Annual Tree Plotter Subscription	2875.00
Paint – Finger Post Letters	9.98
Bolts – Seat at bus station & Bin West Hill	17.30
Wood – Sticks for the remembrance display	5.95
2 x Tressel – Finger Posts	49.97
Cable Ties	29.00
Cut off Wheel - Equipment	7.56
Post and Postcrete – Baldwins Hill Sign	69.26
144 Letters – Finger Posts	630.00
Replacement front pads	240.00
Street Signs	648.70
Filller – Finger Posts	38.58
Electric Clearing Saw, Batteries & Charger	1009.17
Bench – Turners Hill Road Rec	388.00
Hedge Cutting – Turners Hill Road Rec	390.00
Electrical Certificate – High Street Powerbox	100.00
Winter Planting	2825.15
Jetting Services – King Street Toilets	150.00
Additional toilet roll holder – King street Toilets	142.00
3 x MBC Switch Replacement	525.00
Cordless Combination Drill	268.99
8 x Solar Trees – Railway Approach	1280.00
Ford Transit Service & Brake Pads	677.98

Buildings

Repairs, Renewals and Maintenance – East Court Mansion

Second Floor Windows

Two windows in Offices 41 and 41a on the east elevation have recently undergone extensive maintenance by our contractor. The contractor has advised that the remaining two windows on the south elevation will also require similar works. Unlike the other windows, these are fitted with metal spiral mechanisms rather than counterweights, and the mechanisms have failed, meaning the windows cannot currently be opened.

Due to their construction, the works cannot be undertaken from inside the building and will require the use of scaffolding. A quotation for these works is currently being sought. At present, there are no plans to proceed with the repairs within this financial year.

Lift

Our contractor replaced the broken plate around the call button, as identified during the last service.

Second Floor Kitchen

Our handyman replaced the corroded kitchen sink tap.

Heating

In preparation for the seasonal change, the building supervisor carried out heating tests in all buildings in mid-September to ensure systems were operating correctly. During testing, the heating system in the mansion failed to ignite. Our heating contractors were called to investigate, and after a thorough inspection they identified the fault as originating from the expansion vessel. The issues with the heating continued throughout November and although it was originally thought to just be air in the system, our heating contractor attended and advised the fault was due to the pressurisation unit failing. A quotation was sought and the repairs undertaken. Our heating engineer replaced the broken thermostat in office 41.

Office 42

As part of the ongoing maintenance our handyman has repainted the office and the carpet tiles have been replaced.

Ground Floor Window

The small leaded-light window located near the staff side entrance has sustained damage. Sourcing a specialist contractor for this type of repair has become increasingly challenging in recent years. A quotation has now been obtained, and our appointed contractor has confirmed they are able to undertake the repairs on site. We are currently awaiting confirmation of the scheduled repair date.

Staff Offices

As part of the recent staffing reorganisation, many staff members also changed desks and office locations. With the exception of the Town Clerk and Estates Manager, all other office-based staff worked from home to minimise disruption during the office move. The Outdoor Services Team, supported by our handyman and the caretaking team, completed the repainting of the Town Clerk's Office, the Crawford Room, and the Cooper Room, while ensuring that the office moves were completed in a single day.

Upgrade of Basement Wall

As part of our recent fire risk assessment, it was identified that the building is unable to achieve full modern fire compartmentation standards. However, in line with the assessor's recommendations, our contractor has installed fire-resistant plasterboard within the basement. This upgrade provides enhanced fire protection to the wall separating the basement corridor and the maintenance storeroom.

Repairs, Renewals and Maintenance – Meridian Hall

Steam Oven

Following a burst pipe our kitchen contractors attended and relaced the broken gun connector and the drainage pipes.

Disabled Toilet

Following an upgrade of the disabled toilet. a quotation was sought for the flooring which has now been replaced.

CCTV Update

As previously reported to this committee, following the recent service of the security cameras, it was identified that the two courtyard cameras required replacement to provide improved coverage. One camera had gone offline, while the other was producing a very grainy and poor-quality image. A purchase was raised for the necessary works. The replacements have now been installed, and the system is fully operational.

Bar

As part of the ongoing improvement works to the bar area, stage one of the upgrade collaboration has been completed. The outdoor services team removed the old bar counter, shelving, and optics. Our handyman then repaired and prepared the area behind the shutter, including fixing the flooring and repainting the bar area. The electrician upgraded the power sockets to include USB ports and replaced the broken lighting. A larger replacement bottle fridge has been installed. Our bar operator funded and installed the new counter, shelving, and optics

Boiler Fault

Our heating engineer attended following a report of the boiler overheating. The issue was resolved and the boiler was left working.

Repairs, Renewals and Maintenance – Old Court House

Decorating

In preparation for the upgrade of the rear corridor flooring, redecoration works have been carried out by our caretaking team. To minimise disruption, the team completed the works during the evenings.

Flooring

The flooring to the rear stairs and corridor has now been replaced, representing a much-needed improvement to the area. Following a site visit after completion of the works, the contractor acknowledged that the finish was below the required standard and confirmed that the flooring will need to be lifted and re-laid. To minimise disruption and inconvenience, these remedial works will be deferred until the Spring half-term school holiday in February.

Air Conditioning Unit

As previously reported the air conditioning unit was installed by All Kids, tenants at the Old Court House and the agreed contribution towards the cost paid.

Lighting

All the lighting in the ground floor corridor has now been upgraded to LED with and where needed improved to ensure sufficient light and changed to sensor.

Fencing

As part of the building works to the former police station, it was agreed with the developers that the party fencing would be replaced at no cost to the Council. To ensure the safety of the Old Court House users, particularly children, temporary Heras fencing has been erected while the old fencing is removed. The play groups have been informed of these arrangements and although the contractor advised the works would take up to two weeks ongoing delays resulted in the works taking seven weeks however, the new fencing has made a substantive improvement to the playgroup gardens.

Broken Window

A broken double-glazed window unit was reported by the tenant. The delay in actioning this report has been acknowledged. A quotation sought for the supply and replacement of the affected glazed unit which was installed on 15th December. Our contractor agreed to undertake the works outside their opening times to ensure the safety of the children attending the nursery.

External Door

Our handyman replaced the faulty door handle and lock on the external door used by our tenants, All Kids.

Down Pipe

Our building contractor kindly repaired the broken downpipe at no cost to the council.

Separation Wall

Security-Pre-planning advice has been sought from Mid Sussex District Council to determine whether permission is required to install an internal separation wall between the nurseries and the general hire areas. This enquiry has been acknowledged under reference DM/25/3114. Quotations are being sought for the cost of the works which constitutes a minor internal alteration.

Background

Following changes to building management during Covid-19 and more recent concerns regarding security within nursery settings, a review has been undertaken of how access to the building is currently managed. Under the existing layout, leaving the front entrance unlocked for general hirers creates safeguarding challenges for the nursery areas.

Proposed Alterations

To build a new internal wall to separate the Court Room and general hire areas from the nursery accommodation. This alteration will:

- Improve safeguarding and security for nursery users.
- Allow the front entrance to remain unlocked for general hirers during booking periods.
- Enable the continued shared use of the building without conflict between user groups.

Access and Fire Safety

Court Room:

Advice has been obtained from a fire risk assessor confirming that the distance from the front entrance to the furthest point within the Court Room is less than 18 metres. A single means of escape is therefore suitable for up to 60 occupants, subject to continued appropriate management and adherence to fire safety requirements.

Nursery Areas:

The nursery accommodation will retain its existing fire exits at either end of the building, ensuring safe and independent means of escape

Repairs, Renewals and Maintenance – Sunnyside Barn

Window Blind

The broken blind was replaced.

Flooring

We have now received two quotations for the replacement of the flooring at Sunnyside, due to the generally poor condition of the existing flooring. Two quotations were sought to include the kitchenette, front lobby, main room, and ramp to the store cupboard (the store cupboard itself is excluded). Both companies have advised that the works will take approximately one week to complete. To allow for ample notice to the regular hirers works have been deferred to March 2026.

Decoration

Our handyman with the assistance of the outdoor services team undertook the redecoration of the hall.

Cemetery & Handyman's Workshop

Handyman's Workshop

As previously reported, ventilation is crucial, and legislation requires adequate airflow to maintain a safe and healthy environment in any workshop. Following professional advice, our electrician has now installed a fan that meets the required specifications.

East Court Public Toilets

Ceiling

Repainting of the ceiling in the gents was undertaken by our handyman.

Water Testing

As part of routine water testing on 5th September the East Court public toilets were sampled and a positive Legionella result was identified in the Ladies WC handwash unit, leading to temporary closure. A subsequent water sample was taken on 19th September which again had a positive Legionella result. The handwash units were serviced and configured to automatically flush daily 2-minutes to eliminate the possibility of legionella. On 17th October Sampling of all the handwash units indicated contamination was localised to the Ladies WC handwash unit which tested positive, as both the Gents and Disabled handwash units returned negative. Water management specialists were approached who disinfected all the pipework before back washing the system and retesting all three toilets on 26th November. Following a confirmation

that Legionella was not detected and that all three handwash units passed, the toilets were reopened on 8th December.

Equipment

Storage Unit

As part of the risk assessment for the storage of East Court Live equipment, it was identified that items were previously spread across multiple buildings, requiring staff to carry equipment up and down stairs. To address these safety concerns and improve efficiency, a new storage unit has been purchased. This dedicated facility will not only enhance safety but also reduce staff time spent moving equipment and support the smoother execution of future events.

Handyman

To undertake the raising of the doors safely our handyman purchased an electric plunge saw.

Caretaking

Following a complaint from our hirers, the old tripod projector screen has been replaced. After extensive investigation into the cause of persistent water on the floor, the issue was identified as a fault with the washing machine. The washing machine has now been replaced, and the problem has been resolved. A differently designed chair trolley has been ordered: the Burgess 3-wheeled chair trolley. This model is reported to be more effective for moving stacks of chairs due to its three-wheel design, which provides improved manoeuvrability and stability across various surfaces. The design enables caretakers to pivot and navigate tight spaces more easily, while also protecting chairs from damage and reducing physical strain. Subject to confirmation from the caretaking team that this model represents an improvement, additional units will be procured to replace the existing stock.

Festive Lights

As part of the festive decorating of East Court Mansion the failed fairy lights were replaced.

Flammable Goods Cabinet

As advised in our recent fire safety audit a second flammable goods cabinet was purchased for the safe storage of paint.

Play Park

Monthly Safety Inspection Report

During the scheduled in-house monthly safety inspection, a defect was identified in the Rota Bouncer. An audible increase in squeaking was noted, and further examination revealed a crack in the weld of the main arm. This fault was deemed to present a potential safety risk.

In accordance with safety procedures, the equipment was immediately taken out of service. The supplier, Playdale, who originally installed the equipment, was notified and arranged collection of the defective main arm on 13 October. The component was subsequently repaired and returned on 14 November, after which the Rota Bouncer was reinstated for safe use.

Gardens/Grounds

Block Paving

Works to relay the rear terrace have been undertaken over the summer, along with the repointing of the terrace steps. These works are ongoing, with the next phase scheduled to include the pathway leading towards the tennis courts.

Wooden Planking – Replacement Works

The wooden planking located on the top terrace by the gates of the Meridian Hall had become rotten and required replacement. The deteriorated timber has now been removed and replaced with a recycled plastic substitute, which will provide improved durability and longevity. The installation was carried out by our handyman with the assistance of the Outdoor Services Team.

Car Park Lighting

As previously reported, and in line with compliance requirements relating to the UK lamp phase-outs, a quotation has been sought to upgrade the existing car-park lighting to LED. The proposal includes adapting the current hexagonal-shaped posts to accommodate the new round LED fittings. A confirmed date for the works will be scheduled once delivery of the new LED lamps and associated fittings has been received.

Health and Safety & Service Contracts

Boiler Inspection

The annual safety inspection of the expansion vessels in both the East Court and Old Court House boiler rooms was carried out in September. During the inspection, it was advised that the safety valve on the pipework must be suitably replaced or recertified prior to the Part 2 examination. In addition, the pressure relief devices are required to be verified or replaced on a 48-month cycle. These details have been passed to our contractor, and replaced as recommended and our safety

Boiler Service

The annual boiler service contract was renewed in September.

Extraction Systems – The annual accessible, internal of cleaning of the grease extraction system in accordance with the NAAD21 grease specification. TR19 compliant. This will ensure we meet our legal obligations with reference to the Regulatory Reform (Fire Safety) Order 2005.

Alarm Monitoring

The annual monitoring of the alarm system for Mt Noddy 2025 – 2026 has been renewed.

Water Testing

The bi-annual water testing was completed in September. Out of the 6 x potable samples taken, 1 has returned from the lab with elevated TVCs at 37° C which was from the Old Court House Kitchenette WHB CWS which was retested.

Safety Inspections

The heating expansion vessel was inspected on 13th October and the six-monthly inspection of the lift on 14th November.

Extraction System

Specialist contractors carried out the annual accessible internal cleaning of the kitchen grease extraction systems in accordance with the NAAD21 Grease Specification and TR19 standards. This ensures compliance with our legal obligations under the Regulatory Reform (Fire Safety) Order 2005 and EC 852/2004 (Kitchen Extract Regulation). These regulations, standards, and legal requirements provide essential guidance for the risk management of fire hazards and the reduction of grease accumulation within commercial kitchen extract systems.

Boilers

As recommended in the recent safety inspection the four safety valves in East Court and the Old Court House have now been replaced.

Fire Evacuations

The six-monthly fire evacuation has been completed for East Court In September and the Old Court House in October.

DEC Certificate & Recommendation Report

Both the annual Display Energy Certificate (DEC) and the DEC Recommendation Report (DEC RR), which is required every seven years for East Court Mansion, were due for renewal in November. The necessary energy data has been provided by our contractors, and a date for the site visit and issuance of the updated certificate is currently awaited.

To ensure compliance, a new site survey is required to renew your 7-year Recommendation Report.

Car Park Barrier

The six-monthly service and safety inspection was undertaken on 20th November as per our agreed maintenance schedule, with no defects identified.

Fire Alarm Service

Following the completion of the automatic fire detection and alarm system maintenance, the 60-minute emergency escape route lighting test, and the annual fire extinguisher maintenance carried out on 4 December 2025 at Sunnyside Barn by our contractors, the relevant certificates of inspection have been received and duly filed for our records.

Fire Risk Assessment

An external fire risk assessment was undertaken as per our fire risk assessment and the recommended repairs and change in work practices have been completed.

REPAIRS, RENEWALS AND MAINTENANCE EXPENDITURE

September - November	Excluding VAT
East Court	Amount £
Maintenance Windows – Office 41 & 41a	704.00
Repairs to Call Button – Lift	528.00
Second Floor Kitchenette – Tap and Spanners	59.62
Heating Fault – Call Out	292.00
Replacement Carpet – Office 42	710.00
Heating Fault – Pressurisation Unit	1874.00

Mixer Tap & Tool Kit – 2 nd Floor Kitchenette	84.67
Paint & Paint Brushes	93.88
3 x Blinds	136.20
Repair of leaded light window – Ground Floor	150.00
Paint – Staff Offices	117.75
Carpet – Office 42	720.00
Replacement Safety Valves for 4 x boilers & 2 x expansions	2199.18
Trunking & Edging – Ground Floor Kitchenette	17.14
Total East Court	7686.44
Meridian Hall	Amount £
Disabled Toilet Upgrade	934.94
Additional Caging – Bin Security	1203.75
Steam Oven – Replacement Drainage and Gun Connector	306.32
Replacement Flooring- Disabled Toilet	655.00
Replacement Flooring - Cloakroom	859.70
CCTV	844.30
Boiler Call Out	292.50
Total Meridian Hall	5096.51
Old Court House	Amount £
Flooring	0
Lighting	0
Sanding Plate and Paint	25.05
Replacement Door Handle/Lock	63.60
	88.65
Total Old Court House	
Sunnyside Barn	Amount £
1 x Blind	51.98
Total Sunnyside Barn	51.98
Equipment	Amount £
3m x 2.1m XPandaStore in Green (RAL 6005)	2401.00
Staplegun	13.98
Electric Plunge Saw	133.32
Bottle Fridge	539.00
Washing Machine	333.33

Projector Screen	83.32
Festive Lights – EC Mansion	33.32
Pat Testing Labels	14.99
Hot Water Boiler	121.00
Flammable Storage Cabinet	305.99
Cutlery Boxes	28.15
Chair Trolley	169.71
Total Equipment	4177.11
Grounds / Workshop / Play Park / East Court Toilets	Amount £
Fan Workshop	470.00
Paint – Gents Ceiling	25.55
Keys – Workshop	18.45
Tree & Shrub works	640.00
Barrier arm replacement	1354.38
Steps and Terrace maintenance works	1050.00
Rota Bouncer – Repairs	300.00
Plastic Planking – Top Terrace	350.49
Legionella Testing EC Gents and Disabled Toilets	104.00
Disinfecting of Pipework and water testing EC Ladies Toilet	420.00
Total Grounds	4732.87
Health and Safety / Training / Licences	Amount £
Annual Service Contract - Boilers	1132.89
Automatic Door – Contract	312.00
Extractor Fan – TR19 Compliance	584.00
Annual Monitoring – Mt Noddy Cemetery	487.20
Water Testing – Bi-Annual	794.00
Water Testing - retest	236.00
Lift – Repairs to call button	528.00
Uniform, Jackets & boots	242.53
Extraction System	584.00
Replacement Safety Valves	2199.18
Total Health and Safety / Training	7099.80

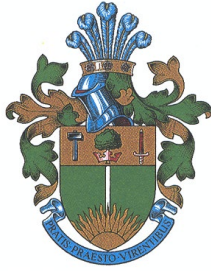
Tenants

Tenancy Agreements

Office 42 – SDM Travel tenants of East Court Mansion gave notice and Andrew from ACCU signed a new tenancy agreement commencing 1st October.

New Wing First Floor – Mansys, tenants of East Court Mansion signed and renewed their agreement 1st January 2026.

Office 40a – Shell Construction tenants of East Court Mansion gave notice and Coveney Nicholls signed a new agreement from 1st November.



EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

Tuesday 6th January 2026

Agenda Item 30: Burial Services

Report Ellie Lester: Cemetery Manager

Mount Noddy Cemetery

Repairs/Maintenance

A new engine was purchased for the Kubota Digger at a cost of £95

Holly Tree came met with GW – ODS Foreman, to discuss cutting back the laurel along the top of the cemetery, it was decided that the ODS team will cut the laurel back.

Officers discussed with GW & Holly Tree to remove the hedge along the centre path so there is space for the new fencing to be erected. The ODS team removed the bottom part of the hedge – up to the lamppost. Holly Tree will remove the hedge at the top of the centre path. The quote was £600. Holly Tree came to remove this hedge in October.

Officers & Holly Tree discussed cutting back the hedge along the side of 5C, up to 2ft., from top to bottom. They quoted £2,500. This will take place between October 2025 and February 2026.

Officers Recommendation: This is for noting

Officers contacted Teleshore to arrange servicing of the shoring shields, which are over 20 years old and used during grave digging. During discussions, Teleshore recommended replacing one of the older shields and provided a quotation of £1,050 (excluding VAT). They also offered, at no additional cost, to exchange the two existing B-type cylinders on the half shields for G-type cylinders, ensuring all equipment is standardised.

The ODS team confirmed that the current shields remain safe for use until the new budget becomes available in April 2026.

Officers Recommendation: Officers are asking council to agree to replacing one of the current shoring shields with a new one.

General

We warmly wish John Chisholm a happy retirement and thank him for his dedicated service as Cemetery & Compliance Assistant. We are pleased to welcome Jazmin Wilkins to the Cemetery Department as the new Cemetery & Estates Administrator and look forward to her contributions to the team.

Cemetery Fees

The last full revision of cemetery fees was made in April 2016. In 2016, parishioner interment fees ranged from £440–£610 depending on grave depth, and Exclusive Rights of Burial (50 years) were £610. Non-parishioner fees were set at three times parishioner fees.

The current approved fee schedule (2025–2026) sets, for example:

- Exclusive Rights of Burial – Adult: £670 (parishioner) / £2,010 (non-parishioner)
- Interment (adult, single depth): £485 (parishioner) / £1,455 (non-parishioner)
- Interment of ashes in a grave: £130 (parishioner) / £390 (non-parishioner)

Non-parishioners are currently charged three times the parishioner rate, consistent with historical arrangements. The Council retains the right to amend charges and fees

Proposal (effective 1 April 2026)

- **Increase parishioner fees by 5%**
- **Increase non-parishioner fees to four times (4×) the parishioner fee**

Proposed Parishioner (2026/27 +5%) - £704

Proposed non-parishioner (4×) - £2,816

This approach maintains affordability for residents while ensuring full cost recovery from non-parishioners and better reflects the true cost of maintaining the cemetery to the standards required in the Rules & Regulations

Officers Recommendation: That Council approve a 5% increase to parishioner cemetery fees and adopt a four-times (4×) fee structure for non-parishioners for the 2026/2027 financial year.

Equipment Purchased

Officers consulted with ODS regarding the need for new stockboard sheets, which are required to allow machinery to move safely across graves. Marmax provided a quotation of £606.18 (including VAT) for five boards, and we have proceeded with this order

Fencing

The hedgerow along the edge of Section 4C was removed by Holly Tree as part of recent site works. To maintain a clear boundary and ensure ongoing site security, a new fence has since been installed by the ODS team. The installation has reinstated a defined edge to the section and provides a durable and manageable replacement for the former hedgerow.

Planting on Burial Plots

Officers continue to actively contact deed holders in relation to contravention of the rules and regulations regarding planting within the cemetery. A noticeable increase in planting activity—including the addition of large shrubs and trees—has prompted action in line with the cemetery's established rules and regulations. Section 5C is now nearing completion, and officers will soon be moving on to Section 4U-C for the next phase of outreach and compliance efforts. It is important to reiterate that, as a working cemetery, it is essential to maintain safe and respectful conditions for all visitors and operational needs.

Officers Recommendation: This report is for noting

Columbarium in 5C

The Columbarium application has been validated by Mid Sussex Planning Department; it has gone out to the public for comments. We have been granted permission to erect 6 (3 double sanctums) columbaria, we have three years from the date permission was granted to complete the build. Officers have informed Elizabeth Lancaster that permission has been granted and to reinstate the previous report for S106 funding for the columbarium. Officers have also contact builders to install the foundation for the columbarium to be fixed to as well as the columbarium company to get the units ordered.

Officers Recommendation: This report is for noting

Memorial Wall

The below plaques were installed on Wednesday 24th September – pictures are below. The wording was agreed in June 2025.



Officers Recommendation: This report is for noting

Land in front of MNC

Officers contacted The Guinness Partnership, they own the land that is being built on by Mount Noddy Cemetery, regarding the piece of land attached to MNC as you drive in. We explained that we were interested in what they would be doing with this area, they said they have nothing planned for it. Officers discussed with them the possibility of signing it over to the Town Council to be used as a tranquil garden or community space by the cemetery. Guinness Partnership explained that they would be willing to sign it over to us if it would benefit the community. They said that there may be a cost for this, but it would only be in solicitor fees. Officers explained that this is public money & would need to seek approval from the town clerk & council.

Officers are still waiting for The Guinness Partnership to get back to them regarding costings.

Cemetery Administration

The memorial safety testing has continued this year by trained staff members,

All sections 1U, 1C, 2U, 2C, 3C, 4U, 4C & 5C of Mount Noddy Cemetery have now been completed. This has been achieved in a period of two years. As a reminder it is a Government / HSE requirement that memorials / headstones are checked once every five years as a minimum. A total of 34 memorials were laid flat for safety reasons and so far, 3 have been re-instated by families.

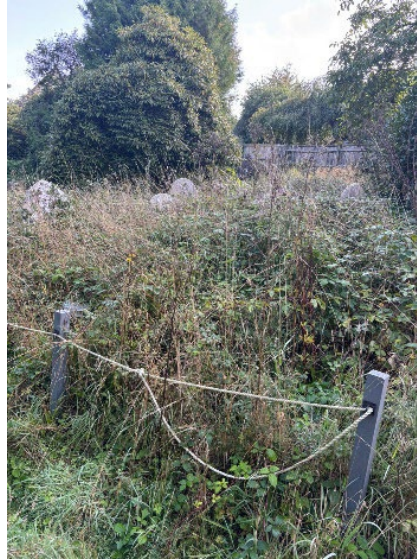
Burial Data

Mount Noddy Cemetery	Sept 24	Sept 25	Oct 24	Oct 25	Nov 24	Nov 25	Dec 24	Dec 25
Number of Earthen Burials	3	0	1	2	1	2	2	1
Number of Interments of Cremated Remains	3	7	3	0	0	4	0	1
Number of Memorial Applications Processed	1	3	9	5	3	1	1	3
Number of Memorial Wall Plaques Sold	0	0	0	1	0	0	0	0

Queens Road Cemetery

The Farmer collected the goats on Sunday 7th September. They had done a marvellous job & have eaten everything in sight (see pictures below). Due to this, the week commencing 1st September they continually escaped as they were looking for more food. The Farmer is looking forward to them returning to us in springtime. We will look at ways to make the fence more secure between now & then.





At the last A&T meeting, there was a discussion about installing cameras in the area where the goats will be located, with a live link on the website so children and families can watch their activities. However, research conducted by officers indicated that the cameras require a reliable Wi-Fi connection, which would be difficult to provide at Queens Road Cemetery.

Tree Works

A tree survey was carried out at QRC, tree works were undertaken by Holly Tree. They still need to return to finish certain trees. They were mindful of the goats when they were at QRC.

Southern Wall

The Structural engineer has visited QRC on a few occasions to begin his surveying. He has completed an initial land survey and bay setting with a photographic survey. His report detailed what needs to be done to each bay – to reduce costings the ODS team can cut back overgrown areas.

Entrance Wall at QRC

At the end of November, officers were notified by a resident of the Belfry that a Tesco delivery van had struck the boundary wall of Queens Road Cemetery. The resident recorded video evidence of the damage and noted the vehicle's registration number. Although the delivery driver was advised to report the incident to the Town Council, no contact was received from Tesco.

On 1 December 2025, officers reported the incident directly to Tesco, who advised that their insurers would respond within 5–7 days. The Town Council's insurers were also informed.

A repair quotation of £1,158 (including VAT) was obtained from Oakhurst Builders. The Mid Sussex Conservation Officer confirmed that the wall is not statutorily listed and is not within a conservation area, but advised that, as it is adjacent to a highway, planning permission may be required. This has been referred to a Planning Information Officer.

Tesco's insurers advised that either three contractor quotations could be submitted by EGTC or a third-party contractor could be appointed at no cost. Following consultation with the Responsible Financial Officer (RFO), officers agreed to proceed with the third-party option. Titan Restoration & Repair Ltd will inspect the wall on 29 December 2025 and provide a survey to Tesco's insurers and EGTC for approval prior to any repair works being undertaken.

Officers Recommendation: This report is for noting

Memorial Safety Testing is a requirement for QRC in accordance with Government and HSE requirements should Queens Road Cemetery be reopened.



EAST GRINSTEAD TOWN COUNCIL

Cemetery Fees & Charges 2026 / 2027

Exclusive Rights of Burial (50 Year Lease from date of purchase)	Parishioner	Non-Parishioner
Adult (Aged 18 years or older)	£704	£2,816
Child Stillborn after 24 weeks to 17 years old	£210**	£840
**This fee will only be charged to the Children's Funeral Fund and where reclaim is not possible the charge will not be passed to the family		

INTERMENT IN A PURCHASED GRAVE	Parishioner	Non-Parishioner*
NVF, Stillborn or under one month from birth	No Charge	No Charge
Child Stillborn after 24 weeks to 17 years old	£158**	£632
A person exceeding 17 years old:-		
Depth of Grave – 5ft (Single)	£510	£2,040
Depth of Grave – 7ft (Double)	£625	£2,500
Depth of Grave – 8ft (Treble)	£704	£2,816
Scattering of ashes (on a grave or in the dedicated scatter garden)	£48	£192
Interment of ashes in a grave	£137	£548
*The Cemetery Office has discretion to waive the treble rate where the deceased was a long-term resident but had been living outside the parish for up to a maximum of 3 years prior to the date of death (proof required).		

ASHES INTERMENT IN THE GARDEN OF REMEMBRANCE (GOR)	Parishioner	Non-Parishioner
Exclusive Rights of Burial (each plot may accommodate two sets of ashes)	£221	£884
Interment of ashes in a Garden Of Remembrance plot	£126	£504
The permit fee for the initial GOR tablet is included in the interment fee	-	-
All Ashes, Urns and Caskets interred into a dedicated cremated remains (GOR) plot must be marked by a stone tablet sized no bigger than 16" x 16" x 2" and no smaller than 15" x 15" x 2". The Plot Number <u>must</u> be placed at the top of the face of the tablet above any inscription and to be in a minimum of 1" lettering. If it is intended that the plot be used for more than a single interment, then sufficient space should be left on the tablet to accommodate any future additional inscription(s). Any new or additional design / wording thereon <u>MUST</u> be submitted by the Stone Mason to the Council Offices for approval by the Cemetery Office before work on the memorial is commenced. It is incumbent for the Stonemason to ensure the permit application is signed by the deed holder.		

MEMORIAL APPLICATIONS (All the fees below include initial inscription)	
Headstone or cross not exceeding 2ft in height	£195
Headstone or cross not exceeding 4ft in height	£221
A plaque on the memorial wall arranged by the Town Council via a specific Memorial Mason. (Price includes plaque purchase and installation)	£352
Permit fee for a memorial tablet on an earthen grave / or memorial cleaning	£58
Application for each additional inscriptions on a headstone or memorial tablet	£58
Marble vase on an earthen grave or GOR plot (there will be no extra fee for a memorial vase incorporated in the headstone as an integral design feature)	£48
The Grave space number <u>must</u> be on the back of the Head Stone or Cross - no smaller than 1 1/2" lettering. The Council reserves the right to request removal and remedy, at the stonemason's expense, any newly erected memorial not so inscribed. Any new or additional design / wording thereon <u>MUST</u> be submitted to the Cemetery Office by way of a permit application sent from the Stone Mason for approval by the Cemetery Office before work on the memorial is commenced.	

SUNDRY CHARGES	
Transfer of deeds for the Exclusive Rights of Burial***	£65
Issue of a replacement Deed	£115
Family History and Research: Research time will be charged in half-hourly units with a minimum charge period of 30 minutes.	£25
Donation of an approved bench to be placed in the cemetery (to include installation & plaque)	£920
*** A transfer of deed holder name from an East Grinstead parishioner to a non-parishioner will not be permitted within 5 years of purchase unless it is requested due to the deed original holders death.	



EAST GRINSTEAD TOWN COUNCIL

Mount Noddy Cemetery Rules & Regulations

OPENING TIMES

From 8:30am to 8:00pm or sunset whichever is the earlier.

ACCESS

The main gate is open during opening hours. There are three other gates in the fence which borders the public footpath, which leads from the Mount Noddy Recreation Area to Blackwell Farm Road and pedestrian access is normally restricted to the centre gate. Vehicular access is for visitors to the Cemetery only. Vehicular access to Section 5C is via the upper or lower gates which are normally kept locked and will be opened on request. Drivers should use the tarmac roads and must not park on the grass verges. It may be necessary, at times, to ask drivers to move their vehicles if they are restricting the access of a funeral cortège or other attendees.

RUBBISH

Litter bins are situated around the Cemetery – please use these to dispose of all wreaths and floral tributes that you no longer wish to keep on display. This is not a responsibility undertaken by Town Council staff.

GRAVE MAINTAINANCE

All purchased grave spaces must be maintained to an acceptable standard **by the grave owner**. The Council reserves the right to take over the maintenance without notice to the grave owner, of any grave space that has not been suitably maintained by the owner.

Grass cutting is carried out by Council Staff which is usually undertaken between March and October; however, spells of heavy rain can delay grass cutting and increase growth rates, often at the times, such as early summer, when the growth is at its fastest. Where there are items on graves, we will endeavour to avoid strimming close to them where possible to avoid the risk of any damage Council staff make every attempt to use the strimmer in such a manner as to reduce the amount of grass clippings which may be left on headstones however this is ultimately unavoidable.

MEMORIALS AND THE PLANTING OF GRAVES

Only headstones and NOT kerbs are permitted as memorials. The headstone may incorporate a vase or urn, and vases or urns may also be placed on the grave space – No permission for placing a memorial will be granted without the intended wording being included in the permit application which must be signed by the deed holder and submitted to the Council by your chosen Stonemason.

Planting in and around the grave is NOT permitted. Ceramic pots can be used for planting & placed on top of the grave which need to be kept near the headstone end of the grave. Acceptable examples are shown below. These should also be kept to a minimum of three medium sized pos.

There are occasions when it is necessary to access burial plots for additional interments. In some cases, this may require working over the top of existing graves, and boarding may be placed over the graves to facilitate this process so please leave pots near to the headstone.



Graves must not be dug into as the grave needs to be maintained level to the surrounding ground.

Trees and shrubs are placed throughout the Cemetery for overall beauty and serenity of the grounds. **Individual graves are not permitted to have trees or shrubs**. Any such tree or shrub not approved by the Cemetery will be removed without notice to the plot owner.

Under no circumstances, should glass containers, windchimes, chippings and edging/fencing be used. Such items can cause a major hazard to people, animals and machinery - **any ornaments left on any grave or ashes plot should be kept to a minimum and placed next to the headstone. These are left at the grave owner's risk.**

We are a **WORKING** cemetery, and these restrictions facilitate burial procedures & maintenance and are Council policy. **The Town Council reserves the right to remove any/all instances of unauthorised planting, kerbstones or fixture without further reference to the owner of the grave.** We reserve the right to place a soil platform on a grave next to those which are being opened, without any notice. The soil platform will be removed immediately after the interment and the grave will be left as it previously was unless the previous state breaches cemetery regulations.

Newly dug graves will be filled in and whenever possible, re-turfed after they have settled following a burial. It is advisable that no memorial be placed on a grave until it has settled. Where subsequent subsidence occurs (which can happen quite rapidly following a substantial rainfall) in the interests of Health & Safety, cemetery staff may re-level graves.

WATERING

Watering cans are provided for your use and can be found at the taps. These require a £1 coin, refundable upon return of the watering can or a token obtainable from cemetery staff. Please return cans to the taps as soon as you have finished watering ensuring they are left empty, particularly in very cold weather when they can freeze. At times water supplies may be turned off to avoid freezing. When watering, visitors are asked not to use pesticides or insecticides in the water. **[WATER FROM THE CEMETERY TAPS IS NOT FOR HUMAN CONSUMPTION.](#)**

GENERAL

Families with children and dogs are most welcome to visit the Cemetery. It is, however, important that both are kept under supervision due to risk of harm from such things as potentially unstable memorials, staff excavating / backfilling graves and moving vehicles. Dogs must be always kept on a lead and owners are required to clear up any of their dog's mess and place it in the dog litter container provided.

All deed owners should notify the Cemetery of any change of address. All notices that the Council are required to send shall be made to the last recorded address and such notices shall be deemed served.

WE DO NOT TOLERATE ANY VERBAL OR PHYSICAL ABUSE DIRECTED AT COUNCIL STAFF OR OTHER VISITORS.

All enquiries, in the first instance, should be made to the Cemetery Dept, East Grinstead Town Council, East Court, College Lane, East Grinstead, West Sussex, RH19 3LT or, cemetery.manager@eastgrinstead.gov.uk

RIGHTS OF OWNERSHIP

A transferred Rights of Ownership to a grave is only valid if it has been agreed and registered by the Cemetery Manager.

It is advisable that once the grave owner (deedholder) has been interred within the grave or plot, arrangements are made for the transfer of ownership. No further burials, interments of cremated remains, additional inscriptions on memorials or installation of new memorials will be permitted until entitled ownership has been established.

In cases where the original purchaser is deceased, the new owner must demonstrate ownership of the grave by producing (a) A valid will, (b) Grant of Probate, (c) Letters of Administration or (d) if the others are missing, a completed Statutory Declaration witnessed by a magistrate or commissioner of oaths e.g. Solicitor.

A fee is charged for processing this documentation which must be paid at the time the form is presented to the Cemetery Office. Any such forms will be retained at the Council office as a permanent record of the instruction received.

MINISTERS / CLERGY/ CELEBRANTS

Burials and ashes interments may take place with or without a religious graveside service. A service is something for the deedholder to arrange directly or through their funeral director.

INTERMENTS ALLOWED IN A GRAVE

A grave space subject to the Exclusive Right of Burial may normally be expected to allow one, two or three interments (sometimes more if this includes interment of ashes). However, soil or ground conditions may occasionally dictate otherwise, in which case a lesser number of interments will be authorised. The Council will not accept liability or responsibility in any way should the number of interments authorised for a grave space be less than the number proposed or intended by the owner.

DISTURBANCE OF REMAINS

When any grave or ashes plot is re-opened for the purpose of making another burial therein, no person shall disturb any human remains interred therein or remove from there any soil.

UNRULY BEHAVIOUR

No person shall in the Cemetery by any violent or indecent behaviour prevent, interrupt, or delay the decent and solemn interment of any body. No person shall play at any game or sport or discharge any firearms, save at a military funeral, or create or commit a nuisance within the Cemetery. All persons visiting the Cemetery shall conduct themselves in a quiet, orderly, and decorous manner. Any person, who wilfully damages, defaces, or destroys any property or causes any nuisance within the Cemetery will be liable to prosecution.

OFFENCES

Attention is drawn to The Local Authorities' Cemeteries Order 1977 and any amendments thereto. This Order provides that no person shall:

- i. Wilfully create any disturbance in a cemetery;
- ii. Commit any nuisance in a cemetery;
- iii. Wilfully interfere with any burial taking place in a cemetery;
- iv. Wilfully interfere with any grave or vault, any tombstone or other memorial, or any flowers or plants on any such matter;
- v. Play at any game or sport in a cemetery.

EXCLUSIONS OF PERSONS FROM THE CEMETERY

All persons visiting the Cemetery must conform in all respects with these Rules and Regulations. Council Staff may at discretion (and only when deemed necessary) exclude from the Cemetery any member of the public or any person who infringes these Rules and Regulations in any way.

CONTROL OF VEHICLES

Subject to the provisions below, no vehicle of any nature (including scooters) must be driven at a speed greater than five miles an hour within the Cemetery. No vehicle is permitted to park or drive on any grassed areas within the Cemetery. Council Staff have the authority to prevent cars from entering the Cemetery during maintenance works or for other safety reasons.

ALTERATIONS TO THE RULES AND REGULATIONS

The Council reserves to itself the right from time to time to make alterations or additions to the specified rules, regulations, charges, and fees.

EXTENT OF REGULATIONS

Various fees are chargeable in addition to those mentioned in these regulations. For particulars thereof reference should be made to The Council's Table of Fees. The Regulations of Her Majesty's Secretary of State, under the Burial Acts, are applicable to the Cemetery and must be considered as incorporated herewith. If there is any inconsistency between the Regulations of Her Majesty's Secretary of State (in particular the Local Authorities' Cemeteries Order 1977) and these Cemetery Rules and Regulations, the effect of the former shall always take precedence in so far as any mandatory requirements are concerned.

Memorials

APPROVAL OF MEMORIALS

No memorial shall be erected or placed on any grave within the Cemetery or any inscription or subsequent or additional inscription made without the Council's written approval. The Council will only accept applications on the appropriate memorial application form when they are **submitted directly from the Stonemason** and signed by the deed holder. This must indicate to the Council the exact dimensions of the memorial and the proposed inscription. Any subsequent inscription(s) must also be submitted for approval to the Council.

All memorial applications will incur a memorial fee payable to the Council. Forms of application for approval of all memorial work may be obtained from the Cemetery Office and must include the name and address of the person for whom the work is to be undertaken.

Only after written approval is issued by the Cemetery Office will a memorial or inscription be allowed to be erected or placed within the Cemetery. Any memorial erected or any work executed without such permission, or which does not comply fully with the terms of the permit may be removed by the Council at its discretion at the expense of the owner or Stonemason. No memorial of any kind will be allowed upon a public grave, and nothing shall be placed upon such a grave without the consent of the Cemetery Office. The particulars must be submitted to the Council **by the Stonemason** giving:

- a) A plan of the memorial containing intended material and all dimensions;
- b) The inscription to be inscribed on the material;

- c) The number of the grave or plot on which the memorial is to be placed;
- d) The materials & method to be used in the execution of the work.

No memorial shall be altered or interfered with after being erected in the Cemetery according to the design submitted to and approved by the Cemetery Office, nor shall any additional inscription be cut thereon without the authorisation of the Cemetery Office first being obtained.

All stone memorials must be properly fixed in accordance with BRAMM / NAMM Codes of Practice and conform to BS8415 Specification for Memorials and Monuments in Burial Grounds.

NUMBERING OF MEMORIALS

It is a condition that any new headstone to be erected in the Cemetery must have the grave number **and** section clearly and conspicuously engraved upon the rear. The Council reserves the right to remove, at the expense of the stonemason responsible for such work, any newly erected memorial not so inscribed. It is in this same manner that the plot number for Garden of Remembrance memorial tablets **must** be placed at the top of the face of the tablet above any inscription and to be in no smaller than 1" lettering.

MEMORIALS AT OWNERS' RISK

All memorials of whatever description admitted into the Cemetery or permitted to be erected and remain in the Cemetery can be removed and replaced at the sole risk of the owner, and the Council shall not be held responsible for any damage which may at any time occur or result from the same. Owners are encouraged to take out individual insurance of headstones.

UPKEEP OF GRAVES AND MEMORIALS

All private graves and memorials shall be kept in good repair by the owner. The Council shall have the power to remove any material, inscription, or enclosure which they may deem objectionable and against the rules and regulations or which may have fallen into disrepair or decay. The Council will not be responsible for any damage caused in the Cemetery by vandalism, gales, ordinary wear and tear, or any other circumstances beyond their control. **Planting in and around the grave is NOT permitted. Under no circumstances, should glass containers, windchimes, chippings and edging/fencing be used.**

The Council reserves the right to immediately remove any item from the Cemetery, which is deemed to be offensive, unseemly, or dangerous. Where records are available and considered to be in date, letters will be sent to all memorial owners in the area to be addressed, clearly stating that any items infringing cemetery rules & regulations need to be removed within the 6-week notice period. Information included will be identical to that on the public notices.

MEMORIAL SAFETY

Memorial safety in burial grounds is a highly sensitive issue and Burial Authorities have a general duty under the Local Authorities Cemeteries Order 1977 (LACO) to maintain the burial ground in good order. A separate document can be accessed on our website which outlines the Council Policy and Procedures for memorial safety inspections which we encourage all deed holders to read. Our intent is to do all that is reasonably practicable to ensure that visitors and those working in burial grounds are not exposed to unforeseen risks to their health and safety. The approach to managing memorial safety involves the periodic assessment of memorials as part of a planned exercise or when anything has changed, for example a programme of major work or repair to the burial ground environment. All steps are taken to ensure any actions made during or following inspection are sensible, risk-based precautions that are transparent and, that we have done all that is reasonably practicable in the circumstances and in accordance with our duties under Health and Safety at Work Act 1974 (HSWA74).

MEMORIAL CLEANING

Firstly, we advise caution before undertaking any memorial cleaning and strongly recommend using a suitably experienced or qualified contractor such as a memorial stonemason. Secondly you will need to ensure that the memorial is tested by a person holding a recognised and relevant qualification for stability before any work is carried out. The National Association of Memorial Masons (NAMM) advises; Burial Authorities to provide guidance to grave owners/members of the public regarding how best to clean a memorial. A starting point should be whether the memorial needs cleaning or not. This is because every time that a memorial is cleaned, there is a risk that it could be damaged, for example the gilding of the lettering may be scratched, or the surface of the stone could be abraded.

Some stone types become darker with age and exposure to the elements. This is a natural process, and trying to reverse it through harsh cleaning could cause damage to the surface of the stone. If cleaning is required, gentle is best. Plenty of water and soft cloths, or wooden or plastic scrapers for some types of stone are the preferred tools to use. Wire brushes or other abrasives should be avoided, as these can cause damage to the memorial and surrounding area.

Guidance on the best way to clean memorials can be found at:

[Cleaning Gravestones- How should it be done? | Stoneletters](#)
[How to Properly Clean a Headstone in 8 Steps | Cake Blog](#)
[How to Clean a Gravestone: 12 Steps \(with Pictures\) - wikiHow](#)

Any use of chemicals to clean memorials must consider environmental management and will not be permitted on Council land unless it has been authorised in writing. To consider approval of using cleaning chemicals we would require the relevant Safety Data Sheets, a full risk assessment including cleaning method and sight of relevant insurances / licences.

High pressure jet washing should be very carefully considered, as it may not be the most appropriate method of cleaning a headstone, especially older ones that may have cracks in them or where the face of the stone is delaminating. High pressure washing can also erode joints, which then permits the ingress of water and could result in the failure of joints via freeze/thaw action, making the memorial unstable. Substantial damage could be caused to a memorial and surrounding area by using this cleaning technique.

PERMISSION AND PERMITS

The owner of a grave (deedholder), or family member or friend nominated by them, can carry out cleaning themselves, but they are advised to follow relevant guidance to ensure this is done safely and without causing further damage to the memorial.

If the memorial is under a guarantee period from the memorial mason who installed it, the owner should check with them that their cleaning methodology will not affect the guarantee.

If the grave owner wishes to use a company to clean the memorial for them, a memorial permit application form will need to be issued by the Town Council, showing the consent of the grave owner and the details of who is to undertake the work and how.

If the grave owner is deceased, we will require a transfer of ownership to take place before any work can take place on the memorial.

Before issuing a memorial permit for the cleaning to go ahead, the company undertaking the work must have adequate public liability insurance. The company undertaking the work will also need to provide their safe working practice and methodology used for cleaning the memorial, and a relevant risk assessment. If chemicals are to be used in the cleaning process, we will need to see a data sheet and risk assessment for the chemicals.

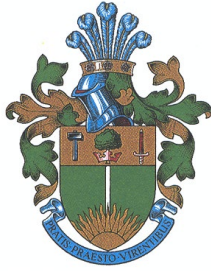
If the company is registered with BRAMM or is on the NAMM Register of Qualified Memorial Fixers (RQMF) you can check their insurance details on the relevant register website. You should, however, still ask for their cleaning methodology and a risk assessment. If the Town Council is satisfied that all is in order, a permit will be issued to the company undertaking the work. The Town Council can decide if they wish to make a charge for issuing such a permit. Substantial renovation work that involves anything other than cleaning, e.g. refixing part or all of the memorial, must only be undertaken by suitably qualified memorial masons and in line with the current British Standard 8415.

PRINCIPLES BEHIND OUR RULES AND REGULATIONS

The underlying principles behind the enforcement framework are:

1. To ensure equal treatment for all.
2. To ensure it is clear to everyone what will happen if Regulations are infringed.
3. To ensure a safe and dignified environment for all visitors.

The Council recognises the importance of memorials to families after bereavement and therefore any action needed to enforce these rules and regulations will be undertaken in a sensitive and measured way.



EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

Tuesday 6th January 2026

Agenda Item 31: Bookings & Caretaking Report

Sarah Mamoany: Deputy Clerk

Bookings & Caretaking Report

Following the recent staff restructuring, the Bookings and Functions Coordinator and the Caretaker Supervisor are now reporting directly to the Deputy Town Clerk.

Audio Visual Equipment

Following the approval of the installation of the 'teams meeting' equipment by the Council, a remote demonstration was completed. The best way of making the appropriate connections was explored with an electrician and our IT provider to ensure the equipment will be set up as efficiently as possible within the room. A budget of £400 for this work was originally agreed, however the costs are higher than expected due to the work involved in installing the data and power supply cables and the quote has come in at £1,600. The Clerk has authorised the additional costs. This work will be completed in February 2026, due to contractor availability and once completed, the audio/visual equipment will be installed.

Income/Budget

Details of income received for 2024/2025 financial year until 30 November 2025 are below.

	Actual Income	Budget	Variance	Variance	Actual Income	Variance	Variance
	Apr 25 - Nov 25	Apr 25 - Nov 25			Apr 24 - Nov 24		25/26 vs 24/25
	£	£	£	%	£	%	£
Meridian Hall	70,968	53,333	17,635	33.1	67,854	4.6	3,114
East Court Mansion	60,881	56,667	4,214	7.4	61,970	-1.8	-1,089
Old Court House	37,144	35,333	1,811	5.1	33,953	9.4	3,191
Sunnyside Barn	6,382	10,000	-3,618	-36.2	5,757	10.9	625
Totals	175,375	155,333	20,042	12.9	169,534	3.4	5,841

Review of Hire Rates

Previously all venue hire has been reviewed approximately 12-14 months in advance, for example 2026/27 rates were agreed in December 2024. Due to wedding bookings being made in advance, this should continue for Meridian Hall rates. In future we recommend all other hire rates are reviewed 3-6 months before implementation.

To encourage bookings at East Court, Sunnyside and the Old Court House, which do have capacity, it is suggested that these are promoted in the new year with special reduced rates on social media, delegated for officers to decide on the rate/dates for these promotions. The hourly rates have also been revised for Sunnyside and the Old Court House. The new teams meeting facilities in the Council Chamber will also be promoted once it is installed.

A community group has expressed interest in potentially hiring Sunnyside on an exclusive basis, subject to costs. This option could be explored further should the Council wish to consider it.

The 2026/27 rates for East Court are below for reference. Hire rates 2027/28 to be reviewed in 6 months' time.

REGULAR HIRER CHARGES 2026 – 2027

East Court Mansion 2026/2027					
Hall Hire / Booking Period		Casual Booking £ per hour	Block Booking £ per hour	Minimum Hire Period	
Cranston Suite / Main Hall / Council Chamber / Mayor’s Parlour					
Monday - Friday	08:00 – 00:30	£23.00	£17.50	2 Hours	January - December
Main Hall Only					
Saturday	08:00 – 00:30	£44.00		6 Hours	April - September
	08:00 – 00:30	£33.00		4 Hours	October / March
Sunday	08:00 – 00:30	£33.00		4 Hours	January / December
Main Hall & Cranston Suite					
Monday - Thursday	08:00 – 00:30	£33.00		2 Hours	January / December
Friday	08:00 – 00:30	£45.00		2 Hours	January / December
Saturday	08:00 – 00:30	£69.00		6 Hours	April - September
	08:00 – 00:30	£51.50		4 Hours	October - March
Sunday	08:00 – 00:30	£51.50		4 Hours	January / December
East Court Kitchen Only available with room hire		Minimum of 8 hours – No Charge		Fixed Rate £66.00 (50% discount approved Charities)	
Alcohol		Pay Bar	£63.00	Own Alcohol	£73.50

Recommendations:

- Amended rates at Sunnyside as from April 2026 – existing bookings to remain at current rate as most of them are on special rates.
- Amended rates at The Old Court House from April 2026
- Increase rates at Meridian Hall for 2027/2028
- Review rates for East Court in 6 months' time.
- Delegation given to officers to agree on promotional hire rates for venues with capacity.

Recommendations and suggested amendments to rates are shown below in red.

Meridian Hall/Ceremony charges are below with 2027/28 proposed new rates shown in red.

Meridian Hall				
Booking Period <i>(Including courtyard & kitchen)</i>	Casual Bookings £ per hour		Block Bookings £ per hour	Minimum Hire Period
Monday to Thursday 08.00 – 17:00	£33.00 £35.00		£26.50 £27.00	2 Hours
Monday to Thursday 17.00 – 00:30	£33.00 £35.00		£33.00 £35.00	2 Hours
Fridays : 08.00 – 00.30	£66.15 £67.00			4 Hours
Saturdays 08.00 – 00.30 (April – September)	£93.50 £94.00			8 Hours
Saturdays 08.00 – 00.30 (October – March)	£70.00 £72.00			4 hours
Sunday 08.00 – 00.30	£70.00 £72.00			4 hours
Alcohol	Pay Bar	£63.00	Own Alcohol	£136.50 £138.00
Ceiling Voile	Fixed charge or the period of hire		£115.50 £118.00	

1. The above charges are inclusive of VAT at the standard rate.
2. Sundays before a Bank Holiday are charged at Saturday rate.
3. New Year's Eve (Monday – Thursday) is charged at Friday rate.
4. Own Alcohol - 50% discount approved Charities
5. With the exception of regular bookings a breakage deposit of **£300.00** is charged prior to the event.
6. Bookings time must include sufficient time to set up and clearing away. Payment will be required for any extended use in accordance with the scale of charges.
7. EGTC caretakers will set out and put away all tables and chairs; crockery and cutlery must be left clean.

East Court:

The Ceremony Hour Cost at East Court (licensed room)		
2027/28	Monday - Thursday	Friday – Saturday - Sunday
East Court Mansion	£300.00	£348.00 £350.00
Meridian Hall	£348.00 £350.00	£390.00 £400.00

Sunnyside/The Old Court House charges will take effect from April 2026, shown in red for new bookings and from April 2027 for existing bookings.

Sunnyside:

Booking Period	£ per hour
Monday to Friday 08.00-22.00	£15.00 £13.00
Saturday-Sunday 09:00-22.00	£20.00 £18.00

The Old Courthouse:

Court Room	£ per hour
Monday to Friday 08.00-22.00	£8.50-£11.40 £13.00
Saturday-Sunday 09:00-22.00	£22.00 £20.00
Block Bookings Saturday-Sunday	£16.50 £18.00

Free Use of Rooms 2026

The free usage by organisations has been reviewed over the past 12 months and it is noted that the following applies to all bookings for 2026:

- Monday to Friday bookings only
- Rooms available: Main Hall, Council Chamber, Cranston Suite and Mayor's Parlour (unless otherwise noted)
- Maximum of 4-hour bookings
- The Town Council reserves the right to alter the room booked if required.
- Notice should be given regarding cancellations, if less than 14 days' notice is provided the room will be charged to the hirer at the applicable rate.

A&T Committee Meeting: Bookings & Caretaking Report

- Where alcohol is provided or permitted the appropriate alcohol charge will be made.

The current permitted use is detailed below with the actual bookings made to date from 1 April 2025 shown in blue.

East Grinstead in Bloom:

- 6 bookings and the use of the Meridian Hall for the annual presentation
- 2 – Meridian Hall was booked for AGM but not used.

East Grinstead Music & Arts Festival:

- 3 bookings
- 2 used

Disability Access (East Grinstead Area):

- 2 bookings and AGM
- 2 used

Grenestede Talking News:

- 1 booking for AGM
- 1 used

The Lions Prostate Screening Day:

- The use of the Meridian Hall all day for their annual screening
- 1 used

East Grinstead Town Twinning Association:

- 6 bookings, plus use of Meridian Hall for AGM
- Unlimited use to host overseas visitors if required
- 5 used plus AGM

Ashplats Woods East Court SANG Steering Group:

- 2 bookings, whilst the Town Council remains a member
- 2 used

Member of Parliament Surgeries:

- Unlimited use for Surgeries
- 4 used

Group Meetings for Elected Town Councillor:

- 6 bookings, for groups who are elected Councillors of the Town Council for discussions

relating to Town Council matters.

- 5 used

Due to Dementia Alliance no longer existing and EG Trade Fair and Community People not making any bookings within the past 12 months, they have been removed from the free use listings.

Consideration could be given to offering free use at other venues, such as Sunnyside or the Old Court House.

Recommendation: To note the proposed free use of rooms as detailed in the report for 2026, and resolve whether to agree to these or make changes.



EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

Tuesday 6th January 2026

Agenda Item 32: Water Fountain Update

Alison Merricks: Head of Estates & Civic Pride

The Town Council has continued to engage with South East Water regarding ongoing concerns about the drinking water fountain. In October, South East Water advised that the fountain was supplied via a 3-inch pipe, which may have contributed to the consistently poor water quality results.

In November, South East Water commenced works to replace the existing pipework and connect the fountain to a larger 6-inch water main. South East Water has confirmed that this upgraded connection is expected to significantly improve chlorine residual levels and overall water quality at the fountain tap, and they do not consider the installation of a separate chlorination point to be necessary.

Following completion of the works, South East Water recommended that a water sample be taken directly from the 6-inch main to demonstrate the improved source water quality. At the time of writing, the fountain has been connected as advised; however, the results of the recommended water sampling are still awaited.

South East Water has also noted that the fountain's very low usage may continue to present a risk of reduced chlorine residual due to standing water within the internal pipework. Notwithstanding this, the upgraded connection is considered the most effective solution currently available.

This report is for noting.