

EAST GRINSTEAD TOWN COUNCIL

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

Town Clerk: Samantha Heynes BA (Hons), FSLCC

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

17th March 2026

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 24th MARCH 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.

To request the meeting link, please contact townclerk@eastgrinstead.gov.uk no later than noon on the day of the meeting.

AGENDA

34. Apologies for Absence
35. Declarations of interest
36. To approve the minutes of the meetings held on 6th January 2026
37. Chairman's Announcements
The Chairman will give brief updates on items not included in the agenda.
38. To consider and note the actions list (Appendix A)
39. Tourism Report
The report from the Community and Tourism Manager is enclosed for consideration (Appendix B)
40. Estates and Civic Pride Report
The Estate Manager's report is attached for consideration (Appendix C)
41. Burial Services Report
The Cemetery Services report is attached for consideration (Appendix D)
42. Bookings Caretaking Report
Bookings & caretaker report is attached for consideration (Appendix E)
43. To receive an update regarding the future of King George's Field and the proposal for installation of a permanent pump track:
 - To consider whether it would be agreeable to enter into a lease for use of the site, and what the ideal length of time might be.
 - To consider a ballpark budget to guide discussions relating to scope and installation of a permanent pump track.
44. To receive an update regarding East Grinstead's entry into the Town of Culture 2028 and ratify the expenditure for the bid support
45. To receive an update regarding the Tennis Club renewal of use of the East Court tennis courts, and consider whether this should be progressed as a license or a lease

Confidential Business

To consider whether to resolve to exclude the press, broadcast media and public (pursuant to the Public Bodies (Admission to Meetings) Act 1960) during consideration of the following confidential business to be conducted:

46. To receive an update regarding progress of the sale of St Margaret's Loop including confirmation of the auction date, and to resolve whether to set a reserve and if so, what the reserve should be
47. To consider the Town Improvement Plan feasibility study.

Future dates of Council and Committee meetings are:

14 th May	Annual Town Council (Mayor Making)
4 th June	Estates and Environment
18 th June	Community and Tourism
25 th June	Finance & General Purposes

Meeting	Min No	Details	Date	Action by	Comments	Status
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, general ongoing review to be completed by the OST.	Closed
A&T	20	To arrange a follow up meeting for the committee to revisit QRC	09/09/2025	EL	Try and arrange a date in February when weather is improved.	
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.	Complete
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)	
A&T	29	Investigations ongoing to having lights along London Road included on automatic turn on	06/01/2026	AM	Meeting scheduled to explore this before end of March.	

EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

March 2026

Agenda Item 39: Community Team Report

Alice Fletcher: Head of Community & Tourism



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 approximately 55 Tourist and 72 Community enquiries since last report. The Town Council Facebook page has received 868,523 views this quarter. Slightly down from the previous 90 days of 1,254,362. We have a total of 4,629 followers, up from 4,323.

2. Merchandise Tourism Sales

Jan '26	£182.70
Feb '26	£62.50
Total	£245

3. Overview of Events this Quarter

South East England Group Visits Fair - 27th February

This event is held at Saint Hill and this is the 18th year it has run. It is useful to meet with travel providers to promote East Grinstead and tourist venues to learn about upcoming events local events to promote and collect leaflets to display at the library.

Health and Wellbeing event - 14th March

The event included a range of health providers offering checks such as blood pressure, pulse and blood glucose monitoring. In addition, Health MOTs were available, consisting of 10-minute consultations covering healthy lifestyle habits, including weight management, hydration, physical activity, smoking cessation and alcohol consumption.

Information stalls were also present, including services focused on falls prevention, Her Move, Kings Leisure Centre, Singing for Lung Health, Menshare, and an interactive inflatable bowel to raise awareness of bowel cancer.

A total of 60 individuals attended the event, of whom 11 were identified as requiring urgent referral due to high blood pressure and/or elevated blood glucose levels.

A full report on the event will be submitted to MSDC LCN Health subgroup who provided grant funding to support its delivery.

Thanks are extended to Cllr. Whittaker for attending and supporting the event.

4. East Court Live - Sound and Stage Tender

A formal tender process was undertaken in January–February 2026 for the provision of stage, sound equipment and technical support for East Court Live 2026.

The opportunity was open to applications and was issued to a range of suppliers with relevant experience in outdoor event production. We engaged with 12 companies and received 6 full tender applications.

These applications were reviewed based on cost, experience, technical capability, and the ability to work within the logistical constraints of the East Court site.

An anonymised list below details the suppliers who submitted tenders and their associated costs. This demonstrates the range of quotations received and reflects the financial considerations involved.

This further demonstrates how East Court Live continues to be delivered on a very minimal budget, with £9,000 being allocated for Sound and Stage at 50% of the increased total budget.

It is recommended that this is taken into consideration when determining the budget for this event for 2027, including the future vision for East Court Live as the Town Council's flagship event within its annual programme. This should include consideration of the desired scale, level of production, and overall event experience. Without future budget increases, it will become increasingly challenging to deliver three major events each year to the same scale and standard.

Company	Total cost for all 3 events excl. VAT
Company A	£5,794.26
Company B (Option 2)	£8,240
Company B (Option 1)	£11,660
Company C	£12,628.80
Company B (Option 3)	£13,016
Company D	£17,676.60
Company E	£25,500
Company F	£42,409.56

After scoring the shortlist of applications, it was decided to instruct Company B (Option 2) at £8,240+VAT. This is within budget, and the company is Highgain who has successfully provided staging and sound for East Court Live in the past.

5. East Grinstead Town of Culture 2028 – Community Engagement Update

The community engagement workshop for East Grinstead’s Town of Culture 2028 bid was held on 16 March at East Court and was very successful, with 59 attendees. Residents, local groups, and businesses contributed ideas around the theme “Roots and Routes”, exploring heritage, public art, and ways to enhance local events. The feedback gathered will help shape a bid that reflects the town’s unique identity and cultural strengths.



EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

Tuesday 24th March 2026

Agenda Item 40: Estates & Civic Pride Report

Alison Merricks: Head of Estates & Civic Pride

January 2026 to March 2026

Public Works

Town Enhancements

Flowerbed Display – The High Street flower display was changed in February to mark Chinese New Year and welcome the Year of the Dragon.

Traders' Summer Baskets – Invitations to quote for the planting of the baskets have been sent in January and the invitation to traders to sponsor a basket was sent in February which was also added to our Facebook page for any new business that may be interested to contact us.

Hanging Baskets – The Enevero application for the hanging baskets was submitted, and subsequent approval is awaited. Four invitations to quote were issued, but only one quotation was received. This quotation was accepted, and the order was placed accordingly. The baskets were cleaned to be delivered to our contractor on 26 March and to be installed during the week commencing 25 May.

Column Safety Testing – Lamp Columns – As part of the licence requirements for hanging baskets and festive lighting on lamp columns throughout the town, Enevero, who manage the columns on behalf of West Sussex County Council, require a safety inspection of the columns. Our contractors have now completed this inspection, which was due in April 2026 and is valid for two years.

Partnership Agreements

Street Name Plates – 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 15 street name plates and there are currently 0 nameplates on order.

Bins Update – A railing bin located near Mid Sussex District Council's Queensway car park has been replaced with a black hooded bin, following a request from the waste team who advised that the previous small bin was no longer suitable. Additional bins around the town that had been vandalised or removed from their mountings have been repaired and re-attached by the Outdoor Services team. Following a request for additional bins on Birches Industrial Estate due to persistent litter, Mid Sussex District Council's waste team was approached in June last year to confirm whether they would service bins if installed at the proposed locations.

A response was received confirming that both locations are suitable for collection. Serco advised that the bin outside Tool Station be positioned slightly further from the junction, on the other side of the grit container. The Outdoor Services Team have installed the bins as approved, and Mid Sussex District Council have been advised accordingly.

Grit Bins – Following the January snowfall, the Outdoor Services team audited grit bin usage and identified three bins for relocation to areas of greater need. A licence application has been submitted to West Sussex County Council Highways, with a decision expected in June. New bins have been ordered, and an additional bin has been installed at the Old Court House. The grit bin is provided to enable tenants, particularly those managing playgroups and nurseries, to maintain

safe access during icy or snowy conditions. While the Town Council will support winter safety where resources allow, tenants are asked to use the bin responsibly to reduce the risk of slips and falls. The premises and winter maintenance risk assessments have been updated accordingly.

Other Works

Rotary's Christmas Tree – On 5th January, the Outdoor Services team assisted East Grinstead Rotary with the setup of barriers and the disposal of their Christmas tree. The council's support helps ensure that the Rotary can continue providing the festive tree for the community.

Festive Lights – The festive lights were turned off on the evening of 5th January and removed on 19th January

Training – One of the new trainees has successfully completed their dumper training, which adds versatility to the team. They are now fully qualified and can work around the cemetery and East Court unsupervised, increasing operational flexibility.

Bus Shelters – The damaged bus shelter (ID: 4806 0042) on London Road, which was struck by a vehicle and left in a dangerous condition, was reported to Bauer Media Outdoor (formerly Clear Channel), who manage the town's bus shelters. The matter has been treated as an emergency.

Drinking Water Fountain – The Town Council has continued to engage with South East Water regarding ongoing concerns about the drinking water fountain.

As previously reported, in November, South East Water replaced the existing pipework and connected the fountain to a larger 6-inch water main. The upgraded connection is expected to improve chlorine residual levels and overall water quality, making a separate chlorination point unnecessary.

South East Water noted that the fountain's low usage may still present a risk of reduced chlorine due to standing water in the internal pipework. Nonetheless, the upgraded connection remains the most effective solution currently available.

Update: We are awaiting the water quality test from South East Water and a potable water test from our contractor.

Recommendation: The Committee is asked to agree that, once the water quality tests are received and the Council's insurers are satisfied with the results, the fountain can be turned back on for the summer. Usage and water quality will continue to be monitored and reported to the Committee.

King Street Public Toilets

CCTV Review – The King Street toilets have been subject to ongoing vandalism and antisocial activity. The existing CCTV, which was not installed by our contractor, has been reviewed to explore potential upgrades as the existing system is no longer operational.

Advice from the local police indicates that CCTV is most effective in identifying individuals if the footage clearly captures them. Cameras positioned outside the toilets are unlikely to provide evidence of offences occurring inside, unless a single person is involved and can be positively identified. In cases such as drug use, police intervention requires direct evidence of possession; simply capturing activity on camera does not provide sufficient grounds for enforcement.

Consideration was given to installing cameras inside the toilets. However, as needle disposal points are located within the cubicles, internal CCTV would offer limited enforcement benefit.

Given the substantial costs and the limited value in preventing offences, a decision has been made not to pursue CCTV installation inside the public toilets, nor to upgrade the external cameras, as these cannot be positioned out of reach to prevent vandalism. Existing measures, such as ongoing monitoring and maintenance, will continue to be employed to manage antisocial behaviour.

Vandalism Incident – As previously reported to the Committee, the Council’s cleaning contractors have advised that the pattern of vandalism being experienced at the King Street public toilets is, unfortunately, consistent with that seen at many public toilet facilities elsewhere.

During a recent inspection, it was identified that one of the metal cubicle doors within the gents’ toilet had sustained significant damage and had been forcibly removed from its hinges. The door was deemed beyond economic repair and has therefore been removed to ensure public safety. The original specification and construction of the toilets was undertaken by Mid Sussex District Council. The cubicles and doors are part of a system manufactured by a company based in Canada. The system has been in place for approximately 14 years of public use, which is a testament to the durability and robustness of the Hadrian cubicle system.

However, replacing the damaged door would incur a delivery charge of approximately £480.00. In addition, given the age of the existing system, there is a possibility that further components may require repair or replacement in the near future.

For this reason, alternative quotations are currently being sought, as it may prove more cost-effective to consider upgrading the cubicles, either within the gents’ toilets only or potentially as part of a wider upgrade including the ladies’ facilities.

Smoke Detector Vandalism – The fire alarm smoke detector in the gents’ toilets at King’s Street EG was vandalised on the afternoon of 23 February in an apparent attempt to pull the unit from the ceiling. The cleaning contractor attempted to reset the alarm; however, the wiring had been detached. Although he initially silenced the other units, when the cleaning contractor arrived to open the site this morning, he found the alarm was still sounding and reported this accordingly. Fire alarm contractors attended site and have since replaced the damaged smoke detector.

Closure of Toilets – The King Street public toilets were closed for safety reasons on Tuesday 3 March by our cleaning contractors who reported the loss of power. Our electrician attended on Wednesday and confirmed the fault was beyond the fuse box. UK Power Networks subsequently attended on Thursday and identified the fault was with the service cable leading to our property, affecting only the toilets. The supply was reconnected to the existing main in front of the building and the toilets reopened on Friday 6 March.

Turners Hill Road Rec

Grass Cutting – Although the first grass cut across areas managed by the Town Council was carried out in March, the exceptionally wet start to the year and the condition of Turners Hill Road Rec. meant that the team was unable to undertake cutting at that location.

Tree Works and Inspections

Tree Risk Management – Tree risk management in the UK is guided by a duty of care under the Health and Safety at Work etc. Act 1974 and the Occupiers’ Liability Acts 1957 and 1984, requiring landowners to take reasonable steps to manage risks to public safety. This is typically achieved through regular, documented inspections by competent professionals.

Our appointed arboriculturist has completed the 2026 Tree Risk Management Plan at no cost, providing a proportionate and defensible approach to identifying and managing tree-related risks in line with current legislation and best practice.

Neighbouring Trees – Fairview Homes Land – As previously reported, the Estate Manager and the Estate and Support Services Administrator met with the Estate & Property Management Company 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.

A follow-up request was submitted seeking an update on the proposed tree works. The managing agents have confirmed that, following the site visit, quotations were obtained for cutting back the

trees and submitted to their client for approval. However, the quotations received were higher than anticipated and, due to current budget constraints, it is now likely that the works will be scheduled for early April, coinciding with the start of the new financial year.

The managing agents have advised that their client is willing to undertake the works, subject to financial availability, and has asked whether this revised timeframe would be acceptable. At the time of writing, a confirmed date for the works is still awaited.

Equipment

Trailer – As previously reported, a trailer was purchased for our bespoke jet washer. Due to its significant weight, the unit is heavy and difficult to manoeuvre, even with digger assistance; however, the trailer now assists Outdoor Services in attending to graffiti removal.

Jet washer – Replacement burst discs were purchased for the jetwasher.

REPAIRS, RENEWALS AND MAINTENANCE EXPENDITURE

January – March	Exc. Vat
Trailer	2364.00
Tree Works	200.00
Graffiti Wipes x 3	247.80
Post Fix & Macadam – Street Name Plates	71.22
Dumper Training & Lantra Certificate	400.00
6 x Grit Bins	270.00
Thunder Bolts - Bins	15.56
Stickers for Grit Bins	25.00
4 x Burst Disc	21.00
3 x Hose Fittings	19.92
Street Name Plates	673.80
Smoke Detector Vandalism – Gents Toilets	173.56
Safety Testing of lamp columns	1870.00

Buildings

Repairs, Renewals and Maintenance – East Court Mansion

Kitchenette – Our plumber installed the new hot water boiler, replacing the previous wall-mounted unit with a worktop model. The handle on the former wall-mounted system frequently broke, despite signage advising users to push rather than pull with excessive force. Our handyman replaced the broken door lock using a lock salvaged from an old unit.

Caretaker’s Utility Room – Long-overdue works to upgrade the Caretaker’s Utility Room have now been completed by our plumbing contractor and handyman. These works included the replacement of units and the sink, full redecoration alongside the reorganisation of the store area with new storage boxes and shelving.

Hot Water Boiler – Calorifier – The calorifier located in the caretakers’ room, which supplies hot water to the main kitchen, caretakers’ utility area, and first-floor toilet, was found to be historically incorrectly plumbed, with the tundish connected to the wrong part of the vessel. In addition, the valve at the bottom of the calorifier was in poor condition and required replacement. Minor corrosion was also identified at the elbow joint at the top of the calorifier, where copper fittings had been leaking water. Our heating engineer has completed the necessary

remedial works, including correcting the pipework, replacing the defective valve, addressing the corroded fittings.

Staff Breakout Room – As part of the staff break room upgrade, our plumbing contractor, with assistance from our handyman, installed new pipework and a mixer tap to provide much needed hot water for handwashing and washing up. A new bench has also been installed to improve versatility and create additional space, giving staff a more comfortable area to eat lunch.

Ground Floor Window – As previously reported repairs to the small leaded-light window located near the staff side entrance which sustained damage was completed in January. Due to the sudden temperature drop the putty is likely to take months to set before our handyman can undertake decoration.

Heating – In January, a town-wide water loss caused the heating system to fail. Our engineers attended and identified an air lock as the cause, which was rectified, leaving the system fully operational.

A second callout was made in February due to a fault with Boiler 1. Upon inspection, our contractors identified several faulty components: 1 x PCB, 1 x Flame Probe, HIS, and 1 x Limit Stat. The manufacturer also recommended replacing the High Limit Stat, but this part is obsolete and cannot be sourced.

The repair quote for the replacement parts is currently £1,918.76 + VAT. However, even if the boiler is temporarily restored, this is only a short-term solution.

We are obtaining a second opinion on whether the boiler can be repaired. Following a request for a quotation to replace the faulty boiler, we have been advised that all three units will need replacement. A site visit is being arranged to obtain a formal quotation.

Fire Protection – As recommended in our external fire risk assessment action plan our building contractor erected a fire protection wall serving the basement corridor and maintenance store.

Meridian FM Aerial – Meridian FM replaced their aerial which is installed on the East Court Building on 5th February. The works were undertaken by their engineer, accompanied by Meridian FM personnel.

Repairs, Renewals and Maintenance – Meridian Hall

Bar Area – Work to improve the bar area continued in January. The sink unit and cupboard were replaced, the glass washer was relocated, and the damaged tiled walls were clad, greatly enhancing both the appearance and ease of cleaning. These works were carried out by our plumbing contractor, with assistance from our handyman over the weekend to ensure regular hirers were not inconvenienced.

The old cupboards beneath the front bar were removed by our handyman and replaced with newly configured units. This redesign allowed for the installation of a second fridge and the creation of a dedicated area for the beer pumps, ensuring a more efficient bar service during events.

Kitchen Lighting – The caretaking team reported the failure of two light fittings in the kitchen. Our electrician attended and confirmed that both fittings required replacement. It was subsequently decided to upgrade all five fittings, as they are currently non-LED. The electrician advised that, due to the improved efficiency of LED lighting, the fittings could be replaced using single LED tubes.

Flooring Maintenance – The flooring in Meridian Hall requires sanding and re-lacquering. Although originally planned for earlier in the year, the need to maintain income budgets and keep the hall operational has delayed the work.

Two quotations were sought for the work, and a contractor has now been appointed. The maintenance is scheduled for October, during which the hall will need to be closed for one week. Regular hirers will be given adequate notice of the closure to minimize disruption.

Repairs, Renewals and Maintenance – Old Court House

Gutters – Due to the location of the Old Court House near a wooded area, the guttering system frequently becomes clogged with leaves and other debris, preventing it from functioning at optimum capacity. The gutters were cleared by our contractors in early January, once all the leaves from the trees had fallen.

Fire Alarm Panel – After a fault was reported on the alarm panel, a fire engineer attended and replaced the defective batteries. The system was left fully operational.

Window Cleaning - A new contract for the window cleaning of the Old Court House has been established, with work scheduled on a 12-week cycle. The first clean was quoted at x 1.5 due to the time taken for the first clean which hadn't been undertaken for some years.

To ensure minimum disruption, the contractors will need to access the outside play area. They have offered to schedule their visits between 8:00 a.m. and 9:00 a.m., so that the work does not clash with children playing outside.

Flooring – As previously reported to this committee, following completion of the flooring works to the rear stairs and corridor, the finish was found to be below the required standard and would need to be lifted and re-laid during the Spring half-term holiday to minimise disruption. These remedial works have now been completed, and the flooring is finished to the required standard, providing a much-needed improvement to the area.

Lighting – Following completion of the ground floor lighting upgrade, advice is now being sought from a lighting specialist before works proceed to upgrade the second-floor lighting to LED. This will ensure that any changes meet the operational and safety needs of the nursery.

Update – Security Measures and Internal Alterations – Following the previous report, an update is provided regarding the proposed internal separation between the nursery areas and the general hire areas at the Old Court House.

Planning and Building Regulations

Mid Sussex District Council has confirmed that a planning application is not required, but a Building Regulations application is applicable.

Next Steps

To support the Building Regulations application, a purchase order has been issued to a local architect and planning consultant to prepare the necessary drawings and plans. Quotations for the cost of the works are being obtained.

This work will ensure the safe and secure separation of nursery areas from general hire spaces, while allowing continued shared use of the building.

Update: Condition of Court Room External Wall –Following concerns raised in December regarding the deterioration of the Court Room wall after the former police station works exposed it to the elements, the neighbouring developer has provided an update.

The developer confirmed that the majority of the water ingress was traced to two small openings in the brickwork at high level, which were repaired in late 2025. Additional works are underway to seal other openings at low level.

Further protective cladding is scheduled to be installed once the structure is fully weathertight and the scaffolding has been removed. After these external works are complete, the developer intends to repair and make good the internal damage caused by the water ingress.

Given the exceptionally wet start to 2026 and saturated ground conditions, it remains important that the wall's integrity is secured promptly to prevent further deterioration. We will continue to monitor progress and request timelines for completion of both the external and internal remedial works.

Boiler Breakdown – The boiler at the Old Court House has broken down and, due to its age, is now irreparable. As reported in the January committee meeting, a quote for a replacement would be obtained and installation dates would be considered. As the value of this project exceeds £20,000, in accordance with the Council's Standing Orders and Financial Regulations, a minimum of three quotations will need to be sought. These proposals will then be presented to

the committee for approval before any work can proceed. We are currently in receipt of one quotation; further quotations are being sought in line with the above requirements.

Repairs, Renewals and Maintenance – Sunnyside Barn

Flooring Replacement – As previously reported to this committee, the replacement flooring works at Sunnyside have now been completed during the week commencing 16 March 2026.

The project covered the kitchenette, front lobby, main room, and ramp to the store cupboard (the store cupboard itself was excluded), in line with the original quotations and scope. The works were completed within the anticipated one-week timeframe.

The new flooring has significantly improved the overall appearance and aesthetics of the space.

Wall-Mounted Heaters – A member of the public reported that a wall-mounted heater had fallen. CCTV footage was reviewed and confirmed that no injuries occurred, showing that the heater was accidentally struck by a table while being moved. Our handyman completed the necessary remedial works to ensure the heater was securely reattached. As a precaution, all wall-mounted heaters have since been removed and the walls reinforced to prevent recurrence.

Cemetery & Handyman’s Workshop

Handyman’s Workshop – To replace one of the old storage sheds behind the workshop the outdoor services collected an unwanted shed for one of our tenants at the Old Court House which with a little maintenance to the roof has many more years of useful life.

East Court Public Toilets

Blocked Drains – Following a report that the gents’ toilet was non-operational over the weekend of 24–25 January, jetting services were deployed to clear the blockage. The drains have been successfully cleared and are now fully operational. Despite the presence of signage and sanitary & nappy bins, members of the public continue to flush items that are unsuitable for the drainage system, contributing to blockages and ongoing maintenance issues.

Equipment

Caretaking – A steel kick step was purchased for the Caretaker’s Utility to provide a safe and stable elevated platform for staff, enabling them to reach items in storerooms without stretching or climbing on unsafe surfaces such as boxes or chairs. The kick step ensures compliance with safety regulations and reduces the risk of accidents and associated liability. Additionally, the kick step is GS European compliant, meeting rigorous European safety and quality standards.

Storage – In accordance with manual handling guidance, shelving arrangements within storage areas were reviewed in the Caretakers’ storage and utility room. To facilitate safer access and reduce manual handling risks, new easy-access, open-fronted storage boxes were ordered. These units are stackable, ensuring that all available storage space is utilised efficiently while maintaining safe and accessible working practices.

Tools & Tool Bag – A general 40-piece toolkit has been purchased to provide the caretaking team with appropriate equipment to undertake minor general maintenance and repairs as required, particularly in circumstances where a caretaker is the sole duty holder outside normal working hours.

Play Park

Safety Flooring – Safety Flooring – As part of our regular safety inspections, worn edges of the cantilever swing’s rubber safety surfacing were repaired with a wetpour kit. This repair extends the life of the existing surfacing, reducing waste and promoting sustainable maintenance.

Gardens/Grounds

Path – Although it was initially hoped that some maintenance and minor repairs would be sufficient to level the uneven block-paved path to the tennis courts, it became apparent that more comprehensive works were required. The path has therefore been lifted, a new base layer added, and where possible the blocks re-laid, sadly however many were just too damaged and needed replacing. Due to snow, the water outage in the Town and then the persistently wet conditions and the decision to include the paths to both the gates to the tennis courts, works took a lot longer than originally expected. Our tenants, Estcots Tennis club have been advised that works to the path within the court area will be undertaken later when budget and time allows.

Dropped Drain – Due to health and safety concerns, the sunken drain cover located in front of the East Court Mansion main entrance was identified as a potential trip hazard. Repairs were subsequently undertaken by our building contractor.

Car Park Lighting Upgrade – LED Implementation – The car park lighting has been upgraded to energy-efficient LED technology, offering multiple benefits:

- **Energy Efficiency:** Uses over 50% less energy than sodium-vapor lamps.
- **Lower Maintenance:** Lifespan of 50,000–100,000 hours, reducing replacement costs and labour.
- **Enhanced Safety:** Whiter light improves visibility for motorists, cyclists, and pedestrians. Our old lamps were predominantly sodium lamps which produced a characteristic warm, orange amber
- **Environmental Benefits:** Lowers carbon footprint and contains no hazardous materials.

Tree Works – Following a report from the Outdoor Services Team identifying several trees in the picnic area and along the Fairy Trail requiring attention, and due to deteriorating weather conditions in January, our tree surgeons attended urgently. The following works were completed:

- Removal of a dead limb from a Scots pine in the picnic area.
- Removal of fallen and hung-up birch trees overhanging the Fairy Trail.

Planter – Lower Terrace – To enhance the aesthetics of the lower terrace, a planter sourced from elsewhere in the town has been positioned in an area requiring improvement. The wooden surround was constructed by our handyman, repurposing the “2000” from an old Millennium bench that was beyond repair. This approach not only improves the visual appeal of the terrace but also reuses materials sustainably.

Drains & Gullies – The 23 Gully Pots and connecting branch lines along the drive have been cleaned and de-silted.

Condition of East Court Drive – Concerns were raised with the developer regarding deterioration to East Court Drive caused by ongoing construction traffic and recent poor weather. While temporary repairs have been undertaken by our outdoor services team to address small potholes, edges and corners of the drive have broken away and larger sections are beginning to crumble. Photographs of the current condition have been provided to the developer for review. The developer has apologised for the delayed response and confirmed the following:

- Project completion is currently anticipated by March 2027.
- External works are expected to be completed by November 2026.
- Driveway repairs will be carried out in conjunction with the completion of on-site works and once heavy machinery movements have ceased.
- They will continue to monitor the situation and seek to ensure repairs are completed promptly once construction traffic reduces.

Retaining Wall – Tennis Court – An inspection was carried out on the retaining wall adjacent to the tennis court, which is showing visible signs of movement along its length.

The primary movement appears to be concentrated in the top three to four courses, including the brick-on-edge section. However, the lower sections of the wall also show signs of distress, suggesting that the movement may not be limited to the upper courses.

Given the condition observed, our contractor has recommended seeking the advice of a structural engineer to determine the full extent of the repairs required. While removing and replacing the top courses may address the immediate visual concerns, if the lower section is also deteriorating or shifting, such works could represent only a temporary and potentially costly solution.

Our contractor is currently arranging a site visit with a structural engineer to assess the wall and provide professional recommendations. Once the engineer's visit is confirmed, a quotation will be obtained.

Health and Safety & Service Contracts

Fire Risk Assessment – An external fire risk assessment was undertaken for East Court, Meridian Hall and the Old Court House in December 2025 and the recommended observations and required actions have been completed and documented.

Training – To ensure that statutory and operational requirements are met, face-to-face first aid training was undertaken. This training included caretaking staff, who act as the duty first aiders for hirers while on duty; office staff, who are the designated first aiders; and all members of the Outdoor Services team, who work remotely, albeit in teams.

The training was delivered to ensure staff are appropriately equipped with the skills and confidence required to provide immediate assistance and support to colleagues and service users when necessary.

DEC & DEC RR – The annual energy consumption figures for the Display Energy Certificate (DEC) have been submitted in accordance with statutory requirements, and the certificate is displayed as required. Additionally, the 7-yearly Display Energy Certificate Recommendation Report (DEC RR) has been completed. It should be noted that, as is often the case with Grade II listed buildings, a number of the recommended energy efficiency upgrades are not feasible.

Boiler Service – The annual service was completed on 5th January, along with the required Landlord Gas Safety Certification in accordance with the Gas Safety (Installation and Use) Regulations 1998.

Automatic Barrier – The annual maintenance contract was renewed in February.

Fire Alarm Service – The six-monthly fire alarm service for Meridian Hall, the Old Court House, and East Court Mansion was completed on 9 February. During testing, two smoke detectors in the Old Court House and five in East Court Mansion were identified for upgrading. Additionally, the alarm panel batteries at Meridian Hall were replaced due to intermittent alerts.

Water Testing – Following the recent water testing, the results for Legionella were negative. However, a second sample was required at Sunnyside after the initial sample returned from the lab with elevated TVCs when tested at 22°C. This is usually linked to contamination on the tap caused by dirt or scale, combined with a little-used outlet. The caretaking team has carried out cleaning and disinfection works, and the outlet and purchase order has been issued for the resampling.

Legionella Risk Assessment – A Legionella risk assessment has been undertaken by a specialist contractor across all buildings managed by the Town Council. The assessment was carried out to identify any potential risks associated with water systems and to ensure that appropriate control measures are in place to minimise the risk of Legionella bacteria developing within the systems. The works included a full risk assessment survey of the property. As part of the assessment, the contractor inspected the water systems, outlets, storage tanks, pipework and associated equipment to identify any potential areas of risk. Following completion of the site survey, a comprehensive report was produced. This report includes detailed findings, descriptive observations, encrypted photographic records, system schematics, and confirmed no

recommendations for any remedial works or management controls required to maintain compliance. The assessment and reporting have been carried out in accordance with the requirements of ACOP L8 (Approved Code of Practice for the Control of Legionella Bacteria in Water Systems) and BS 8580, ensuring compliance with current health and safety legislation and recognised best practice.

REPAIRS, RENEWALS AND MAINTENANCE EXPENDITURE

	Excluding VAT
East Court	Amount £
Internal Washing Line – Caretaker’s Utility Room	38.19
Boiler Call Out	390.60
Caretakers Utility Upgrade	1468.37
Fire Protection to Basement	180.00
Hot Water Clarifier	40.90
Upgrade Staff Break Room	67.10
Total East Court	2144.26
Meridian Hall	Amount £
Bar Area upgrade	16359.49
Bar Area – Wall Boarding & Grip Fill	472.36
Dishwasher Call Breakdown Out	96.00
Fitment of new Water Softener - Dishwasher	684.00
Repairs to the Control Box – Bar Shutter	35.00
5 x Light Fittings - Kitchen	0
GS Approved Steel Kick Step	58.00
Total Meridian Hall	507.36
Old Court House	Amount £
Guttering Clearing	255.00
Batteries – Fire Alarm Panel	182.76
Flooring – Corridor	2790.00
Window Cleaning	210.00
The Old Court House	3437.76
Sunnyside Barn	Amount £
Flooring Replacement	3672.80
Total Sunnyside Barn	3672.80

Equipment	Amount £
9 x Storage Boxes – Caretakers Utility Room	96.54
Kick Step – Caretakers Utility Room	58.00
Self-Levelling Laser	44.14
Caretakers – General Tools & Tool Bag	43.41
5 x Storage Boxes	174.85
Water Resistant Combination Key Safe	12.49
Total Equipment	429.43
Grounds / Workshop / Play Park / East Court Toilets	Amount £
Relaying and replacing bricks of the Footpath to tennis courts	1770.00
PolyTunnel	954.83
Type One – Polytunnel	333.70
Jetting - Blocked Drains Public Toilets	150.00
Wood - Planter Surround	35.28
Repairs sunken drain	120.00
Gully Clearance	845.00
Wood & Felt – Shed	43.07
Total Grounds	4251.88
Health and Safety / Training / Licences	Amount £
15 x CCTV Signs	127.50
Automatic Barrier Contract Renewal	499.00
First Aid Training	880.00
DE & DEC RR	630.00
Fire Alarm Service	980.30
Legionella Risk Assessment – All Buildings	2337.00
Asbestos Survey - OCH	480.00
Total Health and Safety / Training	5933.80

Tenants

Tenancy Agreements

First Floor – All Kids Ltd, tenants of the Old Court House, have been notified of the annual review on 1st April in accordance with the current RPI, less the Bank of England base rate, as set out in their licence agreement.

Rooms 13 & 14 – Paddingtons, tenants of the Old Court House, signed and renewed their agreement on 1st April 2026. Rent will continue to increase annually in line with the current RPI, less the Bank of England base rate, as stipulated in their licence agreement.

Room 17 – Grenstede Talking News tenants of the Old Court House, signed and renewed their agreement due 1st April

EAST GRINSTEAD TOWN COUNCIL

A&T Committee Meeting

24th March 2026

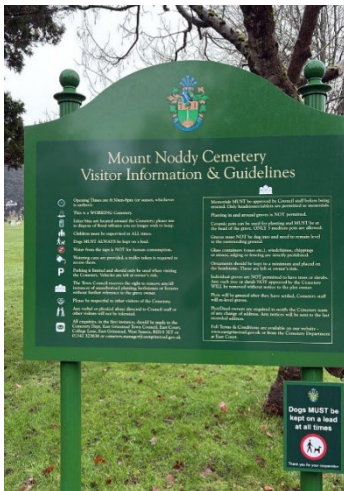
Agenda Item 41: Burial Services Report

Ellie Lester: Cemetery Manager

**Mount Noddy Cemetery****Repairs/Maintenance**

Officers had the signage at the entrance to Mount Noddy Cemetery updated, it now clearly states what is expected in the cemetery.

Officers also purchased a second sign to be located at the entrance of 5C at a cost of £730.50.

**Strimming**

The ODS team have started to strim and mow MNC, it is looking great.

Cemetery Wall

The small wall in the cemetery, where the cars park, has been hit by a Southern Water Van on Saturday 6th March at 9am. It was captured in CCTV. Officers contacted Southern Water and explained what happened. They will be in touch to arrange a visit to assess the damage caused

Officers Recommendation: This report is for noting.

Cemetery Fees

The new fees for 2026-2027 have been sent to all funeral directors that the Cemetery Department work with.

Officers Recommendation: This report is for noting.

Equipment Purchased

Officers have been in talks with GW, Outdoor Services Forman, regarding the potential purchasing of a small flail for both cemeteries as well as at East Court. The cost is £4,000. The flail is small enough to be used in QRC to remove large areas of brambles. There is money available in the Queens Road Cemetery for this piece of equipment to be purchased in April 2026.

Officers Recommendations: This report is for noting

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 4U-C is now nearing completion. 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

Officers sent Elizabeth Lancaster the new report for S106 funding in January. We are still waiting to hear if we have been successful in receiving this money.

Once allocated, the columbarium will be ordered – this will take 6 months to come. From the quotes we received for the foundation to be installed, Oakhurst Builders was much cheaper at £880+VAT, after seeking approval from the Town Clerk we went ahead with this. We will get a date in for the works to be completed with time for the foundations to settle before the columbarium is installed.

Officers Recommendation: This report is for noting

Land in front of MNC

We still haven't heard from the Guinness Partnership regarding the piece of land in front of MNC. Officers will continue to contact them regarding the piece of land.

Cemetery Administration

Cemetery staff and two outdoor services team will be holding and attending the Management of Memorial on Thursday 26th March at East Court. This will enable all staff to be able to undertake wobble testing in the correct way

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	Jan 25	Jan 26	Feb 25	Feb 26	March 25	March 26
Number of Earthen Burials	1	0	2	0	1	0
Number of Interments of Cremated Remains	3	1	1	3	4	4
Number of Memorial Applications Processed	2	4	1	2	1	0
Number of Memorial Wall Plaques Sold	0	0	0	1	0	0

Queens Road Cemetery

The ODS team went to QRC and strimmed the section the goats had been in. It was at this point that GW explained that a small flail would make it much easier for them to work down there and the team would just need to strim the areas the flail couldn't get to i.e. around the graves. Officers are meeting with the Belfry Association to discuss the possible return of the goats.

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

The works on the entrance wall have begun. They are currently waiting for the same bricks to be made and delivered. Once they receive them, they will finish the job.

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

A&T Committee Meeting

March 2026

Agenda Item 42: Bookings Caretaking Report

Bookings and Caretaking Report

Audio Visual Equipment

Unfortunately, following the installation of the equipment, some technical issues have occurred and despite a recent call from the suppliers this has not been resolved. An onsite visit is booked for the 24 March with the supplier and our IT provider.

Income/Budget

Details of income received for 2025/2026 financial year until 28 February 2026 are below.

	Actual Income	Budget	Variance	Variance	Actual Income	Variance	Variance
	Apr 25 - Feb 26	Apr 25 - Feb 26			Apr 24 - Feb 25		25/26 vs 24/25
	£	£	£	%	£	%	£
Meridian Hall	83,150	73,333	9,817	13.4	77,934	6.7	5,216
East Court Mansion	79,610	77,917	1,693	2.2	80,547	-1.2	-937
Old Court House	51,295	48,583	2,712	5.6	47,446	8.1	3,849
Sunnyside Barn	8,441	13,750	-5,309	-38.6	7,908	6.7	533
Totals	222,496	213,583	8,913	4.2	213,835	4.1	8,661

Bookings

The buildings have been promoted through general social media activity, with targeted promotional campaigns scheduled to be launched over the coming weeks to attract additional hirers.

The audio-visual equipment has already generated interest, and it is anticipated that this will contribute to an increase in future bookings.

Four new regular bookings have been secured at East Court, Sunnyside Barn, and the Old Court House; however, these bookings were not generated as a result of the recent social media promotion activity.

Licences

The revised Premises Licence has been approved by MSDC and has been displayed as is required in the premises. This is now run under the Committee structure as previously resolved by the F & GP Committee.

An application has been completed to renew the Wedding Licence, which expires in May 2026.