



## Frequently Asked Questions

### Hub facilities

#### **1. Will there be a shop when the Hub opens?**

Yes, we have had discussions with the shop and they are working with us to identify goods such as fresh vegetables, local produce and craft goods (as identified in the survey) will be available and possibly run on a volunteer basis.

#### **2. What other services will be available when the Hub opens?**

It is planned that a parcel pick up point will be arranged - the nearest is some distance away. There will also be a book exchange library. The following are being investigated/negotiated: health clinics, police drop in days, a defibrillator, a dry cleaning drop off point, computer training, bike repairs and trails. Although we recognise that the village hall may also be a good venue, especially for groups such as after school clubs, the Hub could provide a central meeting place for groups, such as book clubs and for older people, who may find accessing the village hall more difficult.

#### **3. Will there be a garden as part of the Hub?**

Yes, we will be refurbishing the garden to provide a safe and comfortable facility.

#### **4. Will the hub have disabled access?**

Yes, there will be two entrances one on either side of the hub and the downstairs facilities inside will be fully wheelchair accessible.

#### **5. Will the hub be dog friendly?**

Yes, except for the shop area, we have removed the 'No dogs allowed' sign, and will supply dog biscuits and drinking bowls.

#### **6. Will cyclists and ramblers be welcome?**

Yes, the floor in the Hub will be polished wood so easily cleanable and there will be space for coats and secure racks for bicycles.

**7. Are you thinking of providing support for cycle repairs?**

Yes, the plan is to set up a 'shop' on site that will provide help and sell spares.

**8. Will there be free Wi-Fi available?**

Yes, as the village is connected to high speed broadband our connection will be superfast.

**9. How will it work with the tenant to make sure we get what we want?**

We will be setting out operational guidelines for the Hub that will be compiled along with the tenant in a partner expectations agreement.

**10. Will you be open 7 days a week 52 weeks a year?**

Yes, the plan is to open 7 days a week 52 weeks a year. We have built into our budget the cost of temporary cover for the tenant's holiday period.

**11. Will there be employment opportunities?**

Yes, the Hub restaurant, bed and breakfast and shop will need staffing and local people will be encouraged to apply. Please contact us via the website to register interest which will be passed on to the tenant.

**12. Will there be opportunities to offer some voluntary work?**

Yes, the plan is that part of the hub will be supported by regular volunteers. Please contact us via the website to register.

**13. Why have we reduced the number of bedrooms available for Bed and Breakfast?**

We've been advised that in order to attract the best tenant the provision of accommodation on site is crucial. It still leaves us with 3 double bedrooms and where we have more demand we will refer guests to other facilities in the village – including the Moonlight Cottage B&B.

**14. What happens if the Post Master doesn't retire or move into the Blue Bell?**

It has always been our aim to make the Blue Bell available to incorporate the post office. If the post master does not move over when we open then it will be made available for when he retires and the next postmaster is appointed.

**15. Will there be coffee, cakes and snacks available throughout the day?**

Yes, the plan is to invest in the best coffee machine and where possible support local coffee, patisserie and snack suppliers.

**16. What sorts of recreation facilities will be available in the Hub?**

We plan to have darts and traditional board games such as shuv halfpenny, chess, draughts, dominoes, ringing the bull and others that the village may identify. Pub quizzes will also be held regularly and theme and music nights offered. Sadly, there is no room for a bar billiard table.

**17. Will I be able to work within Hub on my computer?**

As long as you don't take up too much space and make use of the refreshments available, you will be welcome. A lot of people who work from home feel isolated so bringing their work to the hub can help them feel more connected to the community.

**18. Is the plan to have community lunches in the Hub?**

In consultation with other businesses and without competing with them, the plan is that the tables in the eating area will be able to be put together to make community long tables where all will be welcome. Set days may be arranged to suit any large group.

**19. Will there be 'meal deals' for the locals?**

We are planning to have set meal days to provide a set value price meal for the locals, especially the elderly.

**20. Will babies and children be welcome?**

Yes, definitely. During the week a space, with play material, will be set aside for parents and children, but we ask that they are kept under control and away from the bar area.

**21. What are the plans for the layout of the ground floor?**

We have prepared some initial plans to make best use of the space. We are currently talking to other publicans etc to get their views. We also await feedback from the planners at Chichester District Council. For example, we have to get permission to move the bar. A sketch is attached at the back of this document to give you some idea of what we have in mind; all this is subject to change.

**The hub and local businesses**

**22. Will the Hub help other businesses in the area?**

The publicity around the Hub and its affiliation with the SNDP will attract greater numbers of visitors to the area so all will benefit.

**23. Will the opening up of the hub effect other local businesses?**

The Blue Bell has always worked alongside other businesses such as B&B and food providers. In the past the restaurant has been used by visitors staying within the village. This will still be the case and we will encourage cross fertilisation with them. The fact that the Hub will have less accommodation available will provide extra guests for other establishments. Also, other businesses as in the past will be encouraged to use us for dining.

**24. How will you work alongside other businesses in the area?**

We are in conversation with all the businesses in the village and the surrounding area to see how we can work together to mutual benefit. To date the majority are keen to participate as partners whether providing goods or services or simply on a referral basis.

**25. Are there plans to work alongside local charities?**

Yes, we are in conversation with one in particular who will help us not only in the garden area but also with visitors.

**Various**

**26. Will the car parking be made available to the Post Office and Shop?**

Yes, one of the problems at the minute is that parking on the corner is very limited and is a put off to passers-by. Our parking will be increased to provide for this.

**27. Will there be a clear view for those coming out of Bell Lane in their cars?**

Yes, we plan to remove the two parking spaces currently on the corner to assist in keeping clear view lines.

**28. How will the Hub bring more visitors to the village?**

We are teaming up with all those associated with the SDNP, the Weald and Downland Museum, West Dean College, Goodwood and those that use the area around us through partner channels and press and TV activity.

**29. How will the hub help other villages around us?**

We currently serve the 7 villages around us plus all the passers-by on the busy A286. We will promote their interests within the Hub to encourage visitors to go and explore.

**30. What is the relationship with the SDNP?**

The South Downs National Park run a shared identity scheme for those within their boundary. You may have seen it on the No. 60 bus and at the Weald and Downland Museum and other places. We are the first Community Hub within their area, and they see us an essential offering that will set a good example for others to follow. Once our planning application is approved, they will support us with publicity and networking.

**31. Has work already been started on the Blue Bell?**

Yes, as part of our agreement with the seller they are carrying out remedial work to the property. This includes overhauling the roof, flashing, gutters etc. Fixing any water damage from leaking tiles and blocked chimneys, servicing

the fire alarm system, certificating the electrics and gas boiler. They have already cleared a lot of the rubbish from around the site.

**32. Who analysed the results of the questionnaire?**

The results have been prepared and completed by a member with no previous history within the village.

**33. How long do the current committee stand for?**

They automatically retire at the end of the first year and stand for re-election if they wish.

**Shareholding**

**34. What will you do if you don't raise sufficient finance through the community share offer?**

Depending on the size of any shortfall, we will consider covering any shortfall by additional borrowings.

**35. Does the current owner have to sell The Blue Bell to us if we raise enough money?**

Yes, providing we raise enough money soon enough. The purchase price has been agreed with the Current Owner and assumes an Exchange of Contracts date of 31 March 2019 and Completion of Sale by 30 April 2019. The Society has paid a reservation fee of £5,000 to secure the sale.

So if you wish to invest, please do so promptly!

**36. What happens to my investment if the purchase doesn't happen?**

All money received for shares will be returned promptly. Please make sure you provide your bank account details on the application form!

**37. Will there be any other benefits in being an investor with the Hub?**

We are planning to have a loyalty card that will allow customers when they spend £10 or more to collect a stamp and when they reach 10 stamps they get £10 off their next meal – Monday to Friday only. We are also negotiating with those around us to get special offers and free entry to any events.

**38. Are joint applications allowed?**

Yes. However, you should note that only the first named investor on the application form will be a Member of The Society with voting rights. If, for example, a couple would both like to be Members then each person should make a separate application.

**39.Can I invest on behalf of my children or grandchildren?**

Yes, so long as you are a Member in your own right, and provided the total amount invested does not exceed the maximum investment amount. You will only have one vote, as is the case for any Member. The shares can be transferred to them as soon as they reach 18 years of age. Just complete the relevant section on the application form.

**40.What happens to my shares if I die?**

Your shares will form part of your inheritance and can be transferred under the terms of your will. Make sure you complete the relevant section on the application form.

**41.Is there any other way of helping other than through buying shares?**

We are aware from feedback received that quite a few members of the community would like to make a philanthropic investment to ensure the future of The Blue Bell, and are not concerned about receiving interest payments or being able to withdraw their shares in the future. Of course there's nothing to stop people making donations, which will be gratefully received by The Society.

**42.What are the minimum and maximum investment amounts?**

The minimum that you can invest is £250 (i.e. five shares at £50 each), although we hope that most investors will invest considerably more than the minimum. The maximum has been set by The Management Committee at £10,000.

**43.What happens if the Share Offer is under-subscribed?**

If the minimum target of £120,000 is not achieved, we will review whether to proceed. We reserve the right to do so if the financial model remains viable, for example, if we have received additional donations or confirmation of grant funding.

**44.What happens if the Share Offer target is reached?**

If the share offer target of £120,000 is reached, we will keep the share offer open (also for new-comers to the village to participate) and any excess will mean we can reduce our borrowing.

**45.When will I start receiving interest payments?**

We will start paying interest as soon as The Society has sufficient surplus funds available, i.e. once we have met our other obligations (such as loan payments and other overheads) and have built up adequate reserves to ensure we can maintain the property. We anticipate this will be four years after the share offer closes.

#### **46.Can I sell my Shares?**

No. The legislation for community benefit societies is very clear that Shares cannot be traded or transferred. The statutory asset lock is designed to ensure that any increase in share value is only used for community benefit.

#### **47.When can I withdraw my Shares?**

According to the Rules of The Society, Shares cannot be withdrawn for at least three years (except in exceptional circumstances such as death or bankruptcy), and then only if The Society has sufficient reserves to do so without jeopardising the business.

#### **48.Can I get tax relief on my investment?**

The government's tax relief schemes such as EIS and SISR exclude property rental as an eligible business activity, so investment in The Society will not be eligible for tax relief under these schemes. However, the Personal Savings Allowance introduced in April 2016 does mean that interest received is not taxable (up to a certain threshold that is determined by your tax rate).

#### **49.Will my personal information be secure and kept confidential?**

Yes, we will comply with the Data Protection Act and have a compliance procedure in place.

#### **50.Who should I speak to if I have any further questions?**

Please contact either: Nico Dekker at [ndekker@hotmail.co.uk](mailto:ndekker@hotmail.co.uk) or Peter Gibbon at [PGibbon@mga-ideas.com](mailto:PGibbon@mga-ideas.com)

### **Keeping up to date**

#### **51.How will we be kept up to date with developments?**

There will be three further meetings on: 5<sup>th</sup> April, 17<sup>th</sup> May and 26<sup>th</sup> July in the Village Hall at 7pm. These and other key information will be posted on the website: [www.bluebellhub.org](http://www.bluebellhub.org) and on Facebook: [www.facebook.com/BlueBellCommunityHub](https://www.facebook.com/BlueBellCommunityHub) and leaflets displayed in the shop and around the village. We also plan to send out newsletters, wherever possible via email, so it would be really useful if you could write your email address on the sheets at the door, if you're happy to be contacted in this way or email Sally, at [sally@kayworth.com](mailto:sally@kayworth.com).