

MINUTE OF MEETING

- **Present:** James MacRae, David Wake, Paul Russ, Michael Hunter

Item	Summary and Action	Who?	When?
1.	Apologies		
2.	Minutes of Previous Meeting		
3.	Matters arising		
4.	Financial Report		
	<ul style="list-style-type: none"> • A finance report was given. It was agreed to maintain the format of previous reporting but add a quarterly Profit & Loss report. • PR has agreed to become a co-signatory on the bank accounts • A number of recent customer returns prompted a discussion on refund policy. It was agreed the full refunds should continue to be given for non-damaged, saleable items. The card transaction fees incurred would be absorbed by the company • With the cost of year-end accounting increasing through the involvement of both CIB and MJG, it was agreed that NHTC should consider moving to Xero accounting software which MJG can support and audit. This would provide a good trial in advance of the larger NHT business considering the move. DW to investigate the implications 	DW	Next meeting
5.	Report from the Trust		
	<ul style="list-style-type: none"> • Nothing to report 		
6.	Progress Report		
	<ul style="list-style-type: none"> • A report was tabled • The skip situation has deteriorated with us losing 7.5 opening days of 21 in May. The recent closures for a number of days due to skips not being swapped is becoming the norm. With this in mind it was agreed that best use must be made of the available skip space. Increased supervision of skip filling and more “flat-packing” of waste will be undertaken. • Since the report, the backlog of cookers and washers has been removed, however the WEEE (fridges) waste situation remains problematic due to staff shortages at Creed Park • Retail sales are being hit by the closure of the recycling site. This has prompted a review of advertising and signage. It was agreed to proceed with the purchase of the proposed signs and 		

		<p>banners. The existing NHT logo will be retained. Social media posts need to be more regular and focus on the wide product range. It was also agreed that the main gate needs to be open even when the skips are full. Portable security fencing options will be explored by DW</p> <ul style="list-style-type: none"> • With the increase in products stocked, there is now a need to store stock that cannot go on display in a secure manner. It was agreed that a further steel cabinet be purchased • The Urgha turbine replacement is due for delivery in mid-August 	DW	Next meeting
7.	Health & Safety	<ul style="list-style-type: none"> • One minor incident was reported in the Accident Book – a cut to an arm when moving white goods • An electrician has given the electrical installation a preliminary safety check. There no concerns. A full report will be drafted when the distribution board is upgraded for the new wind-turbine 		
8.	A.O.C.B	<ul style="list-style-type: none"> • None 		
9.	Date of Next Meeting	<ul style="list-style-type: none"> • Provisionally Monday 2nd September 2024 		