



## Town Centre Partnership activities expand

As you will be able to tell from this newsletter, the Town Centre Partnership is pushing forwards with a number of events & activities this year and are making serious headways with a number of improvements for the Town Centre. We are only as strong as our members and our message is therefore simple – join the momentum for ongoing improvements and let's enact some serious and sustainable improvement projects for the town!

## Marketing update

As part of our ongoing work to promote the town, we are currently working up our marketing campaign for Christmas, which will feature new images of the town to promote the range of food, drink, shopping and leisure offers within the town. The campaign will feature both hard copy leaflets, as well as promotion via digital media. We are also working up a new promotional map & guide for the town centre.

## Andover Businesses against crime

Having taken over the management of the ABAC system and upgraded the town centre radios to digital signal and handsets and we are looking at a number of further improvements to the system, including a partial reinstatement of CCTV monitoring in the town. If you are not yet part of the radio system, then we urge you to get in touch with Chris Gregory using the details shown below to arrange to become signed up.



## Festival of Motoring

The new Festival of Motoring, being organised by the Town Centre Partnership for Sunday 27<sup>th</sup> September, will see funds being raised for Diabetes UK and British Heart Foundation.

The charitable link is a result of close working with Tesco, who are supporting the Town Centre Partnership as lead event organisers, with Hampshire Hot Rides and Andover Town Council and Enham Trust also supporting the Festival.

The Festival of Motoring has been designed as a free event for all the family and it is anticipated that the display will include Supercars, Modified cars, Military vehicles, Vintage cars, Classic cars and British Marques and Enham Trust will be providing musical entertainment throughout the day in order to add to the atmosphere.

## New Events

The Town Centre Partnership are delighted to announce their forthcoming events as follows:

Sun 27<sup>th</sup> September  
**Andover Festival of Motoring**  
High Street

Sat 3<sup>rd</sup> October  
**Independent Andover Business Market**  
High Street

We are also working on the development of new events for 2016 in order to create a comprehensive annual package of events with which to drive footfall into the town.

## Newsletter sponsors

We are very grateful to Mark and the team at Cartridge & Personalised Print World on Bridge Street for their sponsorship of this newsletter.



## Recent Members

We are delighted to recently welcome Fhoke Design Studio and Andover Radio as recent members of the Town Centre Partnership.

For a full list of all of our members, please see

[www.andovertcp.co.uk](http://www.andovertcp.co.uk)



### Talbot Walker LLP

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Email: [info@talbotwalker.co.uk](mailto:info@talbotwalker.co.uk)

Talbot Walker LLP is pleased to announce that, for a limited time, it will offer a discount of 10 percent off legal fees for any fellow members of the Town Centre Partnership. Please note the discount does not include disbursements or taxes.

Please quote Ref: Q/TCP07

You need to be a member of the Partnership and to quote the above reference at the outset to be eligible for the discount.

## IN THE SPOTLIGHT

### An Interview with Simon Walker, Talbot Walker LLP

*Talbot Walker LLP, recently joined the Town Centre Partnership. It is the oldest legal firm in Andover, with a tradition of providing first class legal services in Hampshire since 1726. Located in the centre of Andover, it provides an unrivalled quality of service to all its clients across a broad spectrum of legal subject matters.*

*We talk to the Managing partner, Simon Walker, who leads a superb team of highly experienced and skilled legal professionals, supported by a strong group of staff dedicated to provide clients with the best legal solutions.*

**1 Thank you agreeing to write the legal article. It is apparent that your firm handles a very wide range of legal specialisations, particularly for commercial transactions. Besides broad legal expertise, what would you consider are the unique selling points of Talbot Walker ?**

Talbot Walker has a very long standing tradition in the community, the immediate area and beyond. Being rooted in the business community, we are very aware of the local dimension and we have an extensive network of commercial contacts that we can deploy to our clients' advantage. We have built up a very high level of expertise in all areas of business and commercial law as our clients require it. We ensure they have a complete understanding of clients' circumstances and provide efficient, effective tailored and commercial solutions. We also realise that no two financial situations are the same and do our utmost to tailor solution that is the most cost effective for our client's benefit. In doing so, we ensure we go a long way to ensure that we provide value for money services.

**2. Describe the most memorable legal issue/case you dealt with ?**

The most memorable case I can talk about is dealing with an appeal to the House of Lords in a conjoined appeal relating to an action in negligence against (dare I say it) Hampshire County Council. This was a 7 judge court which is most unusual but although the venue was of course grand, I was surprised that the Learned Law Lords were all in rather ordinary lounge suits!

**3. Other than living and breathing law, what do you like to do when you are not working ?**

To build my house like Petrocelli. My wife is rather hoping that the ending in this respect will be different from Petrocelli !

**4. Is there any advice that you can give to town centre businesses ?**

The best advice that any lawyer can give to any business is to ensure that they get all the basic procedures and processes correct in the first place to avoid problems, issues and legal complications down the line which are often costly to rectify and can have adverse repercussions on the business, the directors or principals. Businesses inevitably operate in a regulatory and legal environment with some sectors and businesses being more regulated than others, depending on the nature of activity.

Therefore, as examples, you need to ensure that you have all the licences and registrations needed for your venture. Getting all your business Terms & Conditions (with the various disclaimers) correct is an important way to protect your business and. If you are dealing with online or distance selling, you need to be aware of the new Consumer Regulations or advertising or marketing laws. You might also want to ensure that you are getting all the rates relief that are applicable.

## Supporting your local community

Does your organisation engage with the local community? Do you have a Corporate Social Responsibility Policy? If so, then one of our Town Centre Partnership members want to get in touch with you.

Test Valley Community Services (TVCS) is the umbrella organisation for approximately 900 charities and community groups across Test Valley. Their role is to provide capacity building support to ensure that groups become sustainable and local communities thrive.

TVCS runs busy Volunteer Centres in Andover and Romsey, who promote and recruit volunteers as well as providing a range of services, such as Shopmobility, Community Transport (including Dial-A-Ride), Payroll and Training.

Businesses have an important role to play in the local community too and it is not always about providing funding!! The expertise and skills the business community can share with local groups is invaluable. Equally, there are skills development opportunities for staff and retirees if businesses are prepared to give some much needed expertise.

TVCS has considerable experience of working with the private sector and would like the opportunity to discuss partnership working with your company. If we can help you meet your CSR priorities or if you are just keen to give something to the local community, please contact:

Terry Bishop – Chief Executive,  
Test Valley Community Services  
Telephone: 01264 362600 or  
Email: [terry.bishop@tvcs.org.uk](mailto:terry.bishop@tvcs.org.uk)



**TEST VALLEY  
COMMUNITY SERVICES**  
TVCS encouraging  
community initiatives



## Recent key legal developments for businesses

### An experience at the coal face!

*By Simon Walker*

**Certain issues trouble academics while rarely seen in practice. The following is a summary of current trends in the law.**

### Debt Actions

Claims of up to £10,000 are termed as “small claims” and as a result usually only the court fees and some expenses (not your lawyers) can be recovered. In the vast majority of cases the only economic way to pursue small debts is by issuing the claim yourself. This can be done through the Money Claims Online (<https://www.gov.uk/make-money-claim-online>) there is also a useful helpline if you have problems filling out the forms see: [mcol@hmcts.gsi.gov.uk](mailto:mcol@hmcts.gsi.gov.uk) or call 0300 123 1057 or 0160 461 9402, Monday to Friday, 8:45am to 5pm.

Don't forget that you are entitled to claim interest on the debt (currently at 8% per annum) when claiming. The fees for issuing are on a sliding scale but less than issuing the documents on paper which now has to be done centrally through the County Court Money Claims Centre, PO Box 527, Salford M5 0BY.

### Settlement Agreements

These were formally known as Compromise Agreements and represent a binding way of agreeing a severance package with an employee and avoiding the prospect of a tribunal claim.

ACAS now also offer an informal arbitration scheme (free!) under the Employment Rights (Dispute Resolution) Regulations 1998. The scheme requires both parties to agree to participate and the arbitrator can award compensation in appropriate cases.

The appetite for claims appears to have dropped significantly since the introduction of fees for complainants (£160 to start and a further £230 for the hearing in most cases). Do not forget before you take any step to see if you have legal expense insurance as the insurers consent will be required before you take any steps otherwise the claim will be rejected.

Chris Gregory – Andover Town Centre Manager – 07854 027080 – [chris@heartflood.co.uk](mailto:chris@heartflood.co.uk) – [www.heartflood.co.uk](http://www.heartflood.co.uk)



## Online/Distance Sales

Although public awareness of cooling off periods is low there are other obligations. Certain information must be provided to the customer before the order is placed which includes:

- Your business name and contact details
- Description of your goods or services
- Price, including all taxes
- How a customer can pay
- Delivery arrangements and how long goods will take to arrive
- The minimum length of the contract
- Conditions for terminating contracts
- Information about the customer's right to cancel within 14 days
- Any helpline call charges that are more than calling an 01, 02 or 03 number, or a mobile or free number

You must tell the customer if they will be responsible for paying for the return of goods if they cancel. If you don't, they are not liable for the costs.

## Recent Key legal Developments (continued)

*By Simon Walker*

### Dilapidation Claims

In a time of economic hardship landlords will seek to protect the value of their investment but requiring the property leased to be repaired and decorated in accordance with the lease terms.

While defences exist to a claim (where for example the landlord intends to demolish the building) the most common error is for a tenant to vacate and leave the premises in disrepair. The landlord is then entitled to charge the costs of preparing a list of the defects (a schedule of dilapidation) and to repair the building. This can also include the cost of extra "rent" for the period after the lease ends equivalent to the time required to repair the property plus business rates. In addition it is rare that a landlord will repair a building for less than the tenant would have done!

An orderly end to a lease requires planning and agreement with the landlord as to what needs to be done. If the landlord will not negotiate carry out what your own surveyor recommends and get him to record the condition of the premises in case there is a later dispute

### Business Rates

No-one wants to pay tax when they don't have to, so are you maximising your reliefs? The Main ones are:

- Unoccupied Property – a rate free period for 3 months (or 6 in the case of some industrial sites).
- Small Business Rate Relief – If your rateable value does not exceed £17,999 you are entitled to a reduction (by using a lower multiplier to calculate the rates payable and if below £12,000 then a further reduction (up to a maximum of 50%) will apply. There are conditions to qualification.
- Less well known is Retail Relief, which is available to shops with a higher RV of up to £50,000 and includes pubs and cafes as well as shops.
- Charity and Amateur Sports Club Relief –80% relief.
- Rural Business Relief available for the only shop or equivalent in a settlement subject to rateable limits.

There are a number a number of other possibilities which include hardship relief and for partly occupied property.

The Unoccupied Property Relief restarts after a period of occupation for more than 6 weeks and this often explains the emergence of Christmas or "pop up" shops for short periods at Christmas, where a significantly reduced rent is charged in exchange for the potential benefit of another 3 months rate free.

**Andover**  
TOWN CENTRE PARTNERSHIP

## Your Town Centre Manager

Chris Gregory is a freelance Town Centre Manager, who is contracted for 22 hours per week for Andover.

Chris is usually in town on Wednesdays and Thursdays and is keen to talk to all businesses. Please contact Chris using the details below to arrange a visit.

