

Victorian Market Stakeholders/Traders Group Meeting

Unit 15, Victorian Market

Tuesday 26th February 2019 at 5.30pm

Present: Cllr Isabelle MacKenzie (**IM**), Cllr Graham Ross (**GR**), Cllr Janet Campbell (**CJC**), Cllr Bet McAllister (**BM**), Jo Murray (Victorian Market Manager) (**JM**), David Haas (Inverness City Area Manager – Highland Council) (**DH**), William Morrison (William Morrison Jewellers, Market Arcade, Victorian Market) (**WM**), John Ewart (The Milk Bar, Victorian Market) (**JE**), Kasia Pogodzinska (Saffron Oriental Food, Market Hall, Victorian Market) (**KP**), Malcolm Fraser (Duncan Fraser Butchers, Queensgate Arcade, Victorian Market) (**MF**), Caroline MacKenzie, Inverness Souvenirs, Market Arcade, Victorian Market (**CM**), Jackie Cuddy (Eastgate Centre) (**JCE**), Colin Craig (Oil and Vinegar, Union Street) (**CC**), Hilary Tolmie (Business Support – Highland Council) (**HT**)

Apologies: Provost Helen Carmichael (**HC**), Cllr Richard Laird (**RL**), David Richardson (Federation of Small Businesses) (**DR**), Mike Smith (Inverness BID) (**MS**), Jane Cuthbert (MCM Investments, Queensgate) (**JC**), Clare Armstrong (Inverness Chamber) (**CA**), Donald Maclean (Primo Menswear, Academy Street) (**DM**)

Cllr Isabelle MacKenzie in the Chair

No.	Item	ACTIONS	Action
1.	Actions from previous Minutes	<p><u>Entrances</u></p> <ul style="list-style-type: none"> • JM is currently looking at options to upgrade the Entrances. • Painting has started, starting with the toilet block at the Market Bar Entrance. • There is some sitting water on the walkway as you come in from Church Street which could be coming from a problem with the Gents toilets. Cleanco are coming in tomorrow to investigate. • Has received quotes for the other two entrances and JM will meet with MF to discuss the Queensgate Entrance. • Currently looking at options for the canopies. <p><u>Toilets</u></p> <ul style="list-style-type: none"> • Waiting for quotes to refurbish the toilets. Signage will be changed in the disabled toilets. <p><u>Smoke Bins</u></p> <ul style="list-style-type: none"> • The smoke bins are attached to stonework so will not affect the painting of the entrances. • JM waiting to hear back if there is any legislation to prevent removing the smoke 	JM/MF

			<p>bins from the entrances.</p> <p>No further actions from the previous minutes.</p>	
2.		Project Update	<ul style="list-style-type: none">• At the City of Inverness Area committee on Thursday 21st February Members took the decision to scale back the works on the Academy Street Entrance. Only the restoration of the stonework will be undertaken at present with the replacement of the doors included in the Shop Front project.• JM copied everyone into the Press Release which was printed in the Press today.• JM to update website with amendments to the Action Plan.• Work will start shortly on the stonework repairs and JM having a meeting with the project team to find out when.• Replacement of the glass doors and the installation of the lighting system have been deferred mainly due to costs.• Further discussions will take place shortly on how to move forward.• One of the Market Hall Traders recently remarked that the focus is always on the Arcade rather than the Hall and JM has discussed this with DH and if the development in the Arcade is not going ahead at present some works could be done in the Hall. Therefore JM is going to get costings to repaint the Market Hall. Maybe a costly exercise but will lighten the atmosphere. JM will also look at new signage. Lighting will also be looked at and a possible of numbering of the units which will relate to a map. The map will be produced in consultation with the Traders.• WM remarked that he was very disappointed the Academy Street entrance was not going ahead. He commented that there were several empty units and several more which will be empty shortly. He questioned the need for the Stakeholder Group as nothing was happening and money was being spent elsewhere.• DH confirmed that the stonework improvements are going ahead and will be starting shortly. He also confirmed that the Inverness Common Good Fund are committed to investing in the Market. Although the works on the doors has been deferred, it has been deferred due to good governance to tie in with the Shop Front Project.• The project when it is done has to be done right and this will require planning.• There will always be changes in the tenants with shops closing but there are others looking to come in• CM commented that there was a frustration that nothing is happening but JM confirmed that a lot had been happening behind the scenes. Now that the Front	<p>JM</p> <p>JM</p>

		<p>Entrance has been deferred she will change her strategy for the development and other things will now be done.</p> <ul style="list-style-type: none"> • KP feels there is a lack of communication between the Management side and the Traders and that their ideas are not listened to. However she does realise that it will take time to complete the bigger picture but there are a lot of little things that could be done meantime to make the place better. • JM agreed there was a problem with communication and has had to cancel the last two Traders Meetings due to lack of attendees. • CC suggested that the meetings go ahead even with two attendees. DH requested that the Trader Members of the Stakeholder Group encourage the other traders to attend. • The meetings are in the diary for the next six months. • JCE suggested that JM make a point of having one to ones with each trader at least twice a year. This is time consuming but will help to develop relationships. • KP asked if JM could pop in to each trader to update them individually on the programme of works. • JM will take this on board but communication is a two way thing 	
2.	Victorian Market Managers Update	<p><u>Website</u></p> <ul style="list-style-type: none"> • KP questioned if we had a website as when you put Victorian Market into Google it takes you the BID Website and Trip Advisor but not our website. • JM aware of this problem and working with BID to remove the links and has also made SPP, the website providers aware. • The website address is www.thevictorianmarket.com and JM is hoping to get it to the top of Google Search – the more people who click on it the higher it will go. Currently on the second page. • SPP are preparing a video for the Facebook page • Some bad reviews on Trip Advisor GR suggested contradicting it by putting on a good review or comment. <p><u>Tenancy Framework</u></p> <ul style="list-style-type: none"> • WM commented that a tighter control is required on the tenants admitted to the Market as in the past unsuitable tenants have been given leases. • JM advised that there is now a very rigorous application and each prospective tenant has to provide a business plan. Applications are sent to Central Ward Councillors for approval. • DH confirmed that Tenancy Framework is now in place and any prospective 	

		<p>tenant must benefit the Market</p> <ul style="list-style-type: none">• Short term leases are under the same scrutiny.• A problem that needs to be addressed is opening hours. Some shops opening late and closing early and are shut on days that you would expect them to be open. Shut long term for weeks on end.• Hoping that adjusting the lease by including a “keep open” clause can address this problem.• DH and JM will give priority to looking at the leases and designing a modern lease that will work for all with input from legal.• CM suggested that there should be core hours.• JE suggested that maybe it should be decided that the market shuts on a set day every week. This would allow the traders to have a better home life balance. Altrincham Market shuts on a Tuesday every week.• Shutting one day week would affect tourists – which was the reason that it was agreed to open 7 days per week.• BM commented that it would save the Council money if the Market was shut one day per week.• JM agreed to discuss opening hours at the next traders meeting and suggested having a survey which could be analysed to come up with a solution that would suit everyone. <p><u>Sunday Market</u></p> <ul style="list-style-type: none">• JM has received a proposal for a Sunday Market in the Market.• This Market would be completely different from the one trialled last year and would bring people into the Market on a Sunday when very few shops are open.• This could generate some income as charges could be by table and GR suggested that there should be a minimum amount of tables written into their contract.• JM looking at income generation for the Market.• CC suggested it would be better if the shops were open. JM agreed but hoped that in time the Traders and the Market could work together.• JE commented that need more than a one-off as things take time to take off and unlikely to work straight away need to persevere.• Social Media and Word of Mouth best advertising.• Feedback on a hash tag• Customer service within the Market is fantastic but let down by the opening times.	<p>DH/JM</p> <p>JM</p>
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			<ul style="list-style-type: none"> • Trade always drops when the Farmer’s Market is on in Eastgate. • JCE suggested having a “Shop of the Month” • Potential for businesses to link up 	
5.	AOCB	<p><u>Upkeep of the Units</u></p> <ul style="list-style-type: none"> • WM suggested that some of the units need to be smartened up e.g. windows cleaned, tidied up etc. • JCE advised that this should be something that should be written into the leases that the units are required to be kept to a certain standard. <p><u>Hotels and B&Bs</u></p> <ul style="list-style-type: none"> • KP asked for the B & B owners and hotel Association to be invited to the Market for taster evening. • JM agreed it would be good to do this but at present the market is not ready to be shown off to them as a lot needs to be done to bring the Market up to scratch. <p><u>Proposed Improvements</u></p> <ul style="list-style-type: none"> • The shop facades will be painted. • MF questioned if there was money set aside to improve the floor? JM agreed to speak to Jason Kelman <p><u>Toilets</u></p> <ul style="list-style-type: none"> • Toilet Checks – soap not being replaced etc. JM to investigate <p><u>Possible Events</u></p> <ul style="list-style-type: none"> • The 200 year anniversary of Queen Victoria’s day is in May • Barbara Henderson will be in the Market to give a talk. • Hoping to link in with the schools. • Possible Victoriana Day. • JM to discuss with the Traders • Another possible event could be a Dogs day <p>JE wished it noted that he finds it concerning the time it takes for JM to get a response from Council Officers. GR advised that if she has a problem to please go to one of the Councillors present. JM agreed that it has taken time to sort out the Health and Safety problems but this being worked on.</p>	<p>JM</p> <p>JM</p> <p>JM</p>	

			Date of the next meeting Tuesday 9th April at 5.30pm Unit 15, Victorian Market.	
			The meeting ended at around 7.00pm	