



A community shop and café run by the Village for the Village

**Draft Minutes of the Annual General Meeting of the Tewin Stores Association
Ltd held on Tuesday 23 June 2026 at 7.00pm in the Parish Room, Tewin
Memorial Hall, Lower Green, Tewin**

Present: P Hagger (in the chair), L Crawford, R Guilbert, M Bennett, R Huggins, D Kempson, G Kersey, M Kersey, D Hagger, A Hall, Linda Gilley, M St Pier, K St Pier, B Barraclough, L Hall, C Robinson, D Howson, J Howson, S Sinfield, R Toms, S Newton, D Newton.

Apologies: G Spring, T Nisson-Huntley, P Spring, J Gilley, J Grover, J Allen, M Allen, D Bunkell, L Bunkell, S Day, G Elliott, P Elliott, M Gregg, P Holden, J Lockwood-Taylor, R Lockwood-Taylor, P Lohr, E Lohr, B Toms.

1. M Bennett (Secretary) welcomed everyone to the meeting and introduced the chairperson P Hagger and Treasurer R Guilbert and said that we are still looking to recruit new members to the Committee.

2. Minutes of the previous AGM held on 1 July 2025.

The meeting agreed the previous minutes as a true record.

Proposed by K St Pier and seconded by R Huggins.

3. Annual Report.

P Hagger read his Chairperson's report which can be found as appendix 1.

R Guilbert introduced the annual report and mentioned:

- a. It is regrettable that we again made a small loss over the year, although looking on the positive side, we do have plenty of money in the bank to keep us going.
- b. Whilst sales have shown a 4.8% increase on the previous financial year, taking inflation into account, we probably haven't really made much headway in real terms.
- c. Our costs are broadly similar to last year although general Administration expenses are up by 18%. This was mainly driven by the requirement to apply for retrospective planning permission for the air conditioning unit and the expenses involved in doing this (Consultant and EHDC fees).
- d. Due to falling interest rates, interest on our Bank deposits has fallen, likewise donations, where we have not had any large individual donations last year. We have however received support from Friends of Tewin which has been gratefully received.

There were no questions raised and the meeting accepted the Chairperson's report, annual report and accounts.

Proposed by L Gilley and seconded by M St Pier.

4. To pass a resolution to disapply the requirement to appoint a qualified auditor to review the shops annual accounts.

R Guilbert highlighted that:

- a. In this financial year we are grateful for R Madin in providing an oversight to our annual accounts.

There were no further questions raised.

Proposed by D Howson and seconded by R Huggins.

5. Election of the Committee

The following Shareholder Members were willing to stand on the Committee: B Barraclough, L Crawford, R Guilbert, D Hagger and P Hagger.

The meeting agreed the appointment of the Committee members:

Proposed by M St Pier seconded by C Robinson.

6. Shop Volunteers

P Hagger stated that the Shop is always on the look-out for new volunteers especially for Saturday and Sunday.

7. Any other Business

- a. It was confirmed that the Café represented about 15% of the business and was more profitable than other sales areas.
- b. A number of comments were made about publicity for the Shop:
 - Could signage be increased especially on Lower Green
 - Possibility of another wooden sign or modifying the wording or indeed location of the current sign
 - The very high cost of “brown signs”
 - Further Shop “green signs” and their location
 - New Tewin Stores front signage
 - Cyclists welcome signs
 - The Parish District Council position that Lower Green and the edge of Upper Green should be “litter free” of signs
 - The Shop now has business cards
- c. Could the Shop be included under “Places to eat in Hertfordshire” via Google?
- d. It was confirmed that there would be a Shop volunteers thank you day for them and their partners on Wednesday 29 July at 3.00pm
- e. A big thank you was noted for P Hagger for his work on the Committee.

M Bennett ended the meeting and thanked all for attending.

The meeting ended at 7.45pm

Appendix 1 – Chairmans Report

Welcome all.

It's been an interesting year for the Community Shop and Café.

We have struggled with volunteers this year due to a number of reasons, mostly health which I suppose is inevitable with none of us getting any younger and it is one of the reasons, actually the main reason, we need to improve profitability. In an ideal world we would have a full-time member of staff, probably split between two people. In this way not only would we be able to provide continuity on a day to day basis but would reduce reliance on our precious volunteers, without whom we could not operate so we are continually looking to increase profitability.

The last trading year saw an increase in sales that was nearly £4000 more than the previous year although this has mainly been offset by the increases in costs including the loss of the ice cream when the new Ice Cream freezer failed. This gave us a gross profit of just over £41k but taking our overheads into account and the depreciation on improvements we have already made ended up with a £910 loss, a small improvement on the previous year.

During last year we have looked at the shop layout from a merchandising perspective, bringing in a merchandising consultant on a free gratis basis. We have obtained a free Coke fridge and a free Red Bull fridge both of which are maintained by the suppliers.

In this coming year we are planning to enclose the courtyard in timber and French doors, with a new roof and storeroom to make it a useable area café for most of the year which has been generously supported by a donation from The Friends of Tewin. We are waiting to begin work once we have received planning permission.

We have also looked closely at promotions. The Christmas Hamper last December was a great success, and we sold 38 so a big thank you to Diane Hagger who designed and made them. I recall our house was like an Alladins cave leading up to Christmas with made up hampers everywhere! The Tewin Apple juice bottling was a huge success and we sold 272 bottles of Apple Juice all pressed from apples donated by Tewin Residents. A huge thank you to Andrew Bennett for organising this but sadly, due to business commitments, Andrew has had to stand down from the Committee this year but has kindly agreed to continue to do the Apple Juice for at least the next year.

Mother's Day and Valentines Day promotions were not so successful, but we will try them again next year.

Sadly, we are also losing Michael Bennett from the Committee after the AGM and I would like to thank him for all his help over the last few years. Diane Hagger has kindly agreed to take over as Secretary for the next year.

I would also like to thank our other Committee members, Linda Crawford, my Vice Chair, Robert Guilbert our Treasurer and Bev Barraclough our shop manager and of course, Diane Hagger for their hard work in the background keeping the shop running.

I am committed to ongoing improvements to make our shop more enjoyable to use, more broadly stocked and a key part of our community. I can't do that, however if our customers don't come to the shop and café, if our volunteers don't continue to give their time and if the Committee doesn't get enough willing members to help with the running of the shop.

So, if anyone is willing to help as a volunteer or is prepared to join the committee, please let us know we would be delighted to talk it through with you and please keep using the shop. If everyone in the village just spent £5 per week (and I know many of you spend a lot more) it would make a huge difference.

By the way, The Hundred Club is a good way to support the shop there are 3 prizes per month. and there are forms here if you would like to join.

Thank you.

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