



# HERTINGFORDBURY PARISH COUNCIL

## Clerks Report February 2024

### **Clerks Report – update on previous resolutions**

2023-2024 – 70 d) To inform East Herts District Council of the precept required for Hertingfordbury Parish Council for 2024-25.

*Resolved that Hertingfordbury Parish Council ask East Herts District Council to collect on its behalf a precept of £20,342.88 being a Band D council tax fee for the whole year of £61.20. – **East Herts advised.***

(2023-2024-72) To review the tenders for the ground's maintenance contract.

The contracts received were reviewed, and after a long discussion it was. *Resolved to appoint R J Dawes a contract from 1 April 2024 – 31 March 2027 for grass cutting and ground maintenance at an annual cost of £7,930 per year. – **R Dawes advised.***

### **Correspondence received since last meeting – for note.**

- 1) Received 30 Jan 2024 from Affinity Water Dear Councillor
- 2) I am writing to inform you of changes to our annual charges that are due to take effect on 1 April 2024.  
It is necessary to increase the amount we charge so that we can increase investment and make sure we continue to provide high-quality drinking water that is both reliable and sustainable - things that our customers have told us matter most. We have not taken this decision lightly and understand that many customers will be worried about the rising cost of living.

For a customer on a water meter, based on an average bill size, they can expect to pay around £2.82 more each month on a combined bill (water and wastewater) - assuming the amount of water used stays the same. For a customer without a meter, based on an average bill they can expect to pay around £3.38 more each month on a combined bill. That's just over 1p for every 10 litres of high-quality drinking water.

In 2024/25, we are set to invest £165 million to keep taps flowing with high-quality drinking water you can rely on and deliver on our commitments. This includes continuing to drive down leakage to record lows, replacing our pipes and pumps to make water more reliable, using innovative technology to help us detect problems faster and delivering more sustainable ways to move water from source to tap.



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Our prices are overseen by our regulator OFWAT, who make sure that our plans and our investments are fair and beneficial for our customers. We have set charges in a way that mitigates bill increases for customers at most risk and with mitigations for high inflation including:

- Expansion of our enhanced social tariff.
- Doubling our cost-of-living assistance scheme to assist 60,000 customers with £50 credit in 2024/25 (from 30,000 customer in 23/24).
- Protecting unmeasured Rateable Value customers by smoothing tariff differential adjustments over several years.

Customers will receive a letter with their bill to explain why tariffs need to increase and how we can help customers who need additional support. This will also be replicated with messaging in customers' online accounts, targeted emails, social media and a text message campaign.

For customers that we know to be under financial strain or at risk of becoming so, we will provide information on financial help and support available. We continue to work extensively with external support organisations who help us extend our engagement to customers and groups that we find harder to reach through other channels. As well as providing extra support for up to 60,000 customers who are most in need with a £50 cost of living payment (We will be contact eligible customers directly and credit their accounts.), we have several schemes to provide extra support to customers struggling with their bills:

**Payment plan** -- Customers can request a payment plan or direct debit to help spread the cost of their bill.

**WaterSure scheme** -- If customers have a water meter and consume a lot of water because they have a large family or a medical condition, they may be eligible for our WaterSure scheme.

**Low income fixed social tariff** -- Customers who are claiming benefits or have a household income of less than £17,005 excluding benefits (this is higher if you live in London), may benefit from our low income fixed social tariff.

**Water direct scheme** -- If customers are in arrears and can't pay their current bill and are receiving benefits our water direct scheme could help. Separately, we have written to our financial partners informing them of the increase in our annual charges and highlighting the support available to customers.

I have written to District and County council leaders in your area along with MP's that represent your constituencies. If customers within your parish are concerned about their bill, our customer services team (0345 357 2401) can offer tailored advice for their circumstances and assist with any application for support. Information is also available on our website [Do you need help paying your water bill? \(affinitywater.co.uk\)](https://www.affinitywater.co.uk)



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### Police Report for January

Hertingfordbury

27/01/2024 Criminal Damage Cole Green Waste Site

30/01/2024 Make off without payment Cowper Arms

### **Agenda item (2023-2024-79) To consider a request to use Birch Green 2<sup>nd</sup> May 2024 as part of a charity cycle ride.**

E-mail request received.

(a) operations <operations@globaladventurechallenges.com>

Tue, Jan 9,  
12:54 PM

to me

Hi there,

I am contacting you today on behalf of Young Lives V's Cancer who are undertaking a charity cycle from Bristol to Amsterdam in May 2024.

We are looking to use Brich Green to set up a water stop for our participants and Birch Green looks like a great location for it, the set up would entail our staff to set up a few tables where they will supply water and snacks to the participants.

The maximum participants we have for this challenge is approximately 37 participants however we do not expect them to arrive and leave the water stop all at once due to the nature of the cycle.

We would require usage on the 2<sup>nd</sup> May 2024 from approximately 13.00 - 15.00 hrs.

I would really appreciate it if you would be able to let me know if you could help us out with this request and whether there would be any financial costs involved.

### **Agenda item (2023-2024-80) To consider a request to place a bench, with a plaque for a deceased resident on Cumberland Green.**

Request received from local resident - photo of proposed bench and plaque wording attached.

Dear Mr Rochford



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As you know Howard passed away suddenly in February 2022 and whilst not a recognised member of the Parish Council he did an awful amount of work in the background after he retired in 2008.

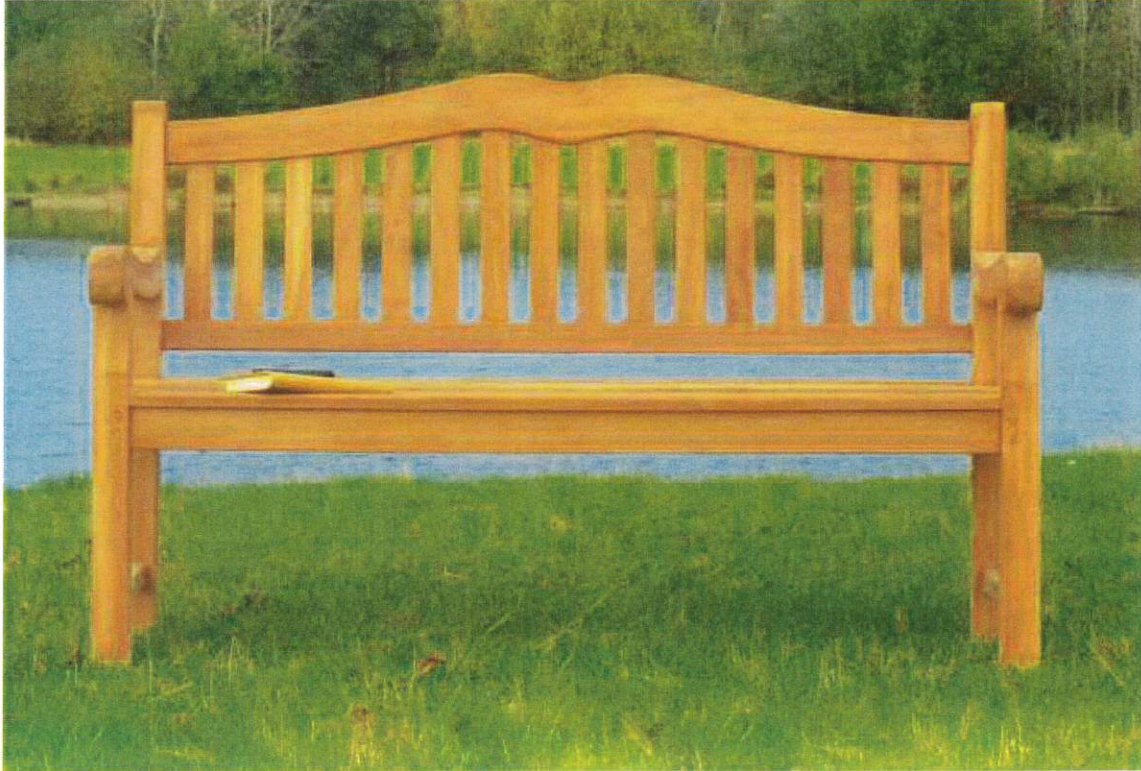
He was a professional, committed person who put "his all" into his research and efforts to ensure all matters relating to the Parish were correct and he carried this through in his dealings with the Traveller problems and the upkeep of the Greens and many other issues which popped up.

It seems likely that I will be leaving the village in 2024 due to family relocating and problems with the maintenance of our very big house and large garden. To this end, I am writing to seek the Council's permission to place a bench, with a plaque remembering Howard, on the Green at the end of my lane. I believe it is called Cumberland Green and has the bunding around it, which Howard was responsible for getting put in place along with Johnny Dellow. This would be financed by our family.

It was always Howard's dream to live where we do and our 26 years here have been filled with lots of happy memories, so I would like to leave a reminder of him here, when I go, so I can think of him sitting on the bench watching the world go by.

I hope the Council will look favourably on my request and thank you for your time.

example of bench + plaque wording  
on next page.



Howard Flowers  
1950 -2022

Howard Flowers  
1950 -2022  
Home will always be Cole Green