

Questions from the trader meeting on 7 February

1. How secure is our future and business in the market, will we have a business to sell?

- The Council is fully supporting the market and that is no more evident through this £10m+ redevelopment project. Traders have agreed the market needs to change and things cannot remain the same. A sample polling exercise was undertaken in 2021 and there was a lot of requests for more food and drink offerings in the TC. The Market Hall project will split the ground floor hall into 50% 'food and drink units' and 50% 'traditional style market stalls'. No change in vision is being considered on the balcony – these areas have always intended to act as incubator units for start-up / small business to see if it works and as they become successful move into larger premises in the Town Centre.
- The LUF funding must be spent by end March 2025 and a rough programme means traders need to be decanted by the start of 2024 and the reopening will be April 2025.
- The Council will be seeking a contractor to operate the food and drink operation and this might expand to the managing the whole market provision. However, it is not known for certain until after the tender exercise.

2. Do we get to come back automatically when the refurbishment is complete?

3. Do you want us to come back?

4. Can you write something down and guarantee that we will be relocated at the end of the lease?

- Traders will be entitled to apply to come back into the market through the new operator's process / new lease agreement.
- The Market Manager has been informed by some traders they will be retiring at the end of the year and we will need to understand who they are as we don't want to make arrangements for anyone who is leaving.
- The Market Manager is speaking with traders so the Council has an understanding on who is wishing to continue trading during the relocation and who would like to return after redevelopment works. Ultimately to ensure the market is a success, traders will need to fill the stalls/units when the works have been completed and the Council has allocated a budget from its UKSPF to promote the reopening, which will include food, drink, market stall traders.

5. Do we have to pay rent when we are relocated, for the new premises?

6. When we relocate, we will have a reduction in footfall and turn over, is there financial support for this period?

7. Do we have to pay for services e.g. water/electric and gas if so how this will be distributed to each traders fairly?

- The rent levels during the decant period have yet to be agreed. The Council will review information on what was agreed during the previous decant to understand what was provided/charged for.
- No specific financial support has been considered at the moment but seems reasonable to review rents and service charges once the Council understand numbers/requirements of traders during the decant

(sales space/storage/utilities etc.). Definitely no more than currently paying.

8. Do you have any ideas where we can be relocated to?

9. Who will help us to relocate?

10. When we move, what do we leave behind or would we have to empty the whole stall e.g. display wall?

11. When we relocated will we get the same amount of floor/stall space including storage?

12. Can we stay together when moved as people don't just come for one stall they come for a few at the same time?

- Initial thoughts is that during the last decant, units were located down Broadway but there may be space in the front of the Market Hall/Town Hall but could consider empty shops. However, until the Council knows numbers not sure how much space is needed.
- The Council will look to provide assistance with the traders relocating and the Market Manager will be speaking with traders to understand what would be needed – from straightforward units with just lighting, to those which need refrigeration, water, connections to a sewer and floor space.
- Until all the designs have been finalised, the Council does not know if the redevelopment will require traders to remove everything from their stalls. If this is required the Council will consider how best to provide this additional storage.
- Trader positions in the redeveloped hall are some way off and is something to consider when the Market Manager gathers the information around what is needed – would it make sense to group those with the same needs i.e. traders which need to discharge water or refrigeration etc?

13. Will we have a pray room located in town that we can use?

- There is a quiet room within the Broadway Offices which Council staff use to pray and officers will look into opening up this facility to traders and officers will also ask Hyndburn Leisure if there is anywhere which may be suitable in the Town Hall.

14. Are the public toilets on Peel Street going to be opened in town if the markets toilets are closed?

- The Council will look at options already available in the TC and also the need for temporary units where necessary.

15. Will rent remain the same in the Market Hall when the refurbishment is complete?

16. When and if we return will we be in the same place/stall?

- The Council is unable to say what the levels of rent will be. However, with all the work in decarbonising / energy efficiencies / insulation / installation of solar panels, the Council is trying to keep utility costs down. That said, the Council knows the current discounted levels are generally achievable for traders.

- The Council has not given any thought to locations when retuning back but if traders currently have X square foot and need the same again (and if that's the only unit) then it makes sense to consider the same spot. It might also be beneficial to look at grouping some trader themes together but again no decisions have been made.

Further Questions from the meeting on 7 March

17. Can we have more information about the business plan needed for traders wishing to return to the market hall?

- See Q2 and in addition, the Market Manager will share the market's new trader information literature which has been in place for a number of years and asks for a range of basic information before any lease is agreed. However, it was explained to the trades that an operator will have their own process/documentation and so the Council cannot provide more details.

18. Do traders get an incentive to come back into the market hall after the redevelopment?

- The Council cannot say what rents will be charged once the market hall reopens and if there will be any incentives.

19. Can we have examples of the temporary accommodation? Will there be canopies for displays on the outside?

- The Market Manager will print off and hand out one example of a unit that is on the internet but this is just one company and any final decision on cabin provision will need to be procured so traders need to be aware it's just an example.

20. Will the rent go up when the market reopens?

- See Q15 above

21. If we do want to come back will we get the same cellar space if it's available?

- See Q1 and 16 above

22. What will the new opening times be?

- This is still to be decided. However, it is highly unlikely both the food and drink offering and traditional market trading offering will have the same opening days/times but if market traders wish to extend beyond the market trader times to be open during the food and drink offering then the Council would not see this would not be an issue for an operator.