

Resurrection Furniture
Annual General Meeting October 2025

Trustees Report

It is a pleasure to present the Trustees report for the year ending June 2025. This has been a year of stability with improved systems, effective management and dedicated volunteers leading to increased sales and more grants made to our chosen charities and causes.

Our average weekly sales increased from £2850 last year to nearly £3100 this year and by controlling costs we are now able to predict an annual surplus of over £100,000.

Operations and the Shop building

Natasha has improved our shop organisation, working with lead volunteers to improve our ticketing, gift aid recovery and rotating of stock so that we maintain a range of home furniture and furnishings.

In the shop Mike Loxley upgraded the kitchen and we have begun improvements to the store area and toilets.

After experiencing leaks to the front of the shop during heavy rain the landlord repaired the flashing over the shop and this seems to have worked.

Repairs were made to the roof of the whole building that were not funded by RF because of our exclusion clause in our contract. It remains to be seen how effective this will be. Agreement has been reached to repair the defective wall along John Trimmer Walk however this has not begun yet.

We have experienced some thefts as have other shops on the high street so we are planning some measures to increase security without going overboard.

The van has been running well after its upgrade last year.

People

This positive report is due to the hard work and dedication of our fifty plus volunteers. We have very few leavers and this means we have a very experienced team.

The Shop Teams have all worked well together, achieved some stunning sales figures and continued to give customers a fun and friendly experience. We welcomed Phillipa Holbrook, Freya Petchey and Jane Tucker.

The Van team - Led by Tim they have week in and week out collected and delivered furniture across NE East Hampshire. This is often hard physical work delivered in a cheerful manner. During the year Gary Phillips had to step down as a lifter to look after Theresa but I am very pleased to say that Gareth Moore stepped up to fill the gap left and we were joined by Thomas Howe and Andy Ewens. Just at the end of the summer Ian Power stepped down after several years as a driver. We will miss his cheerful and energetic shift on Monday mornings. He and Gareth made a great team.

The Workshop Team - Mike Loxley, Mike Hannan, and David Buckler were joined by Alan Taylor. As well as PAT Testing a regular pile of electrical items the team restore furniture beautifully using a large set of equipment and tools that the Repair Shop would be proud of.

Looking after our customers

The shop volunteers welcome a large proportion of those who visit the shop with at least a smile, help is offered if people seem to need it, service is efficient and friendly and courtesy is always shown. On the van, much effort goes into getting furniture into and out of properties in a tidy and clean manner, with customers phoned beforehand, or informed if there is a change in schedule. The result is that customers like us and trust our promise to refund if we have not managed to satisfy their wishes. We have a reputation for trading well and giving very good value. This fits in with our connection with the Parish of the Resurrection and the concept of the church on the high street.

Trustees

As well as their duties as volunteers the Trustees have met every two months or so. This year we have taken steps to considering grant applications from a wider range of organisations whilst keeping to our charitable objectives.

Gemma Allman stepped down in May for health reasons however after an internal advert I am delighted to welcome Nick Hinson, Mike Loxley and Phillipa Holbrook as new Trustees from September. Thank you to Derek Gurney, Robin Lees, Tim Codling and Gemma and in particular to Paul Adair as Hon Secretary and Chris Scawen our excellent Treasurer for their combined efforts for RF.

Financial Headlines

We exceeded our target budget income by £32,000 achieving sales and gift aid recovery of £182,258. Costs were kept down to £80,601 so our net surplus was £101,657 compared to last year's surplus of £79,642.

Grants Made

Our grants made each year is a very rewarding reason that our volunteers work with us. This is in addition to the whole environmental benefit of recycling furniture and goods and the buzz of a busy high street shopping venue. Listed below is the full list of grants made.

During the year we gave grants totalling £76,482 to thirty separate charities/good causes supporting Youth Work, Parish heritage upkeep, the environment, those in financial hardship and enhancing the community.

Leadership

Just after the end of our financial year in June we learned that Natasha our manager for two years was leaving to retire to France in October. We knew that this was the long-term plan but it has come rather too soon for RF! Natasha has brought calmness, a professional approach, able to juggle lots of demands and most importantly people skills in working with our diverse volunteer force. We will miss her greatly. Under her leadership sales have grown year on year, the shop is well organised and volunteers enjoy their time at RF.

We now have the challenge of finding a new manager to keep RF moving forward. We wish Natasha every happiness in her new life in France.

John Hubbard

Chairman

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