

Bitterne Local History Society

Chairmans Report 2024

We have once again had an excellent programme of speakers at our meetings this year, indeed one attracted an attendance of over sixty people. Our special thanks must go to Vice President Peter Richards who arranged our speakers for this year. We have continued to produce an excellent quarterly magazine, thanks to all the hard work put in by our editor, Steve Adams, our printer John Buttler and all those who have contributed to its pages. Steve was also responsible for the bookmarks giving our annual programme of meetings and more recently an updated publicity leaflet as well as producing posters advertising our meetings, we are very grateful to him for all the work he does. Our membership secretary, Pam West, has expertly dealt with subscriptions and distribution of our magazine, our thanks must go to all who help with this which saves us a lot on postage costs. Sadly we have lost two members this year, namely Joy Bowyer and June Monk, their contribution to the life of our society will long be remembered. Another one of our members, Jean Taylor, reached the grand age of 100 years, and she joins our most senior member Bert Warne, who will be 105 in December.

We must thank our website manager, Spencer Millard, and his team for looking after the face of our society on social media, and Steve Adams for fielding the many enquiries which come via email, one of which resulted in £100 donation from one of our overseas members. Thanks to Alex Houghton who has once again organised the loan of our boxes of artefacts to local schools, Jill and I have led several reminiscence sessions with artefacts from our collection and Russell Henson and I have given a number of talks on behalf of our society. Our stewards have continued to welcome visitors to our museum and deal with face-to-face enquiries, items of local interest continue to be donated to our collection. We purchased two secure containers to site on the land known as Bitterne Community Corner at the rear of some shops in the precinct and these contain most of the artefacts once housed in various garages. Sadly, we have not yet had the opportunity to bring some of these items into the precinct to enable us to raise the profile of our society. We hope to do this during the coming year. We are sharing one of these containers with the Bitterne Shed Club who are paying us a nominal rent in lieu of this.

We continue to raise funds through our charity shop, thanks to our dedicated team of volunteers and we have taken two lots of items to a specialist auction and benefitted by some very generous donations of saleable items. We have had several stalls at Bitterne Market during the year, sadly our takings at the shop have not been great of late so this extra income has helped balance the books, especially since the closure of the Mercantile Flea last autumn. We held a very successful three week book sale in a shop in West End Road thanks to the kindness of the owner. We have also finally managed to set up our own ebay account which we hope will bring in some extra income.

We have published a further booklet in our series on the large houses east of the Itchen by Garth Groombridge, namely Thornhill Park and the next one is due to be

about Ridgeway House. After poor sales of our 2024 calendar we have decided to give next year a miss and think again for 2026.

We have attended the usual events and some new ones this year, we had a stall at the switching on ceremony for the precinct Christmas lights, dressed a tree for Bitterne United Reformed Church Christmas Tree festival and again attended Peartree Church Fete, Bitterne Park Triangle Christmas event and Trifest at Riverside Park. We were also present at the Holy Saviour open day following the reconfiguration of the church (largely made possible by a very generous bequest from one of our members, John Shephard who incidentally would have been 100 years old this year). We had a display in the chapel at Royal Victoria Country Park to commemorate the 80th Anniversary of D Day and attended a new event called Showcasing Hampshire at Winchester, designed to give the opportunity for local history societies and other interested groups to come together.

Heritage Open Day was marked at our museum by displays on the theme of communications inside and classic cars on the forecourt, members in various costumes welcomed the Lord Mayor of Southampton, Councillor David Shields and a number of other visitors. We have provided photographs from our collection to the Friends of Bitterne Station, these are displayed in the old waiting room which has been restored and is being used by the local community. We also provided some images to Bursledon Brickworks for their exhibition in conjunction with the Imperial War Museum showing Southampton in the aftermath of the Second World War.

Our museum stewards continue to change the displays, one in particular proving very popular and that was about Merry Oak School when a number of former pupils visited, including BLHS member Phil Healey from Crawley who has kindly offered to digitise our Merry Oak archives at his own expense for which we sincerely thank him. We have purchased some up to date recording equipment to begin a long overdue oral history project and would like to hear from anyone who wishes to get involved and particularly whom we could interview. We plan to get more involved with the Spitfiremakers project and hope to be able to sponsor with the help of your donations one of the plaques they plan to place on a location where parts of Spitfires were produced after the bombing of Supermarine at Woolston, there are a number of sites on our side of the river which are being investigated.

Finally, may I thank our Vice Presidents, my fellow officers and committee namely Mary, Pam, Kate, Kevin and Nicola (it was also good to welcome Carol Cunio who joined us during the year) and you our members for your continued support. We still do not have a secretary and we are greatly indebted to Peter Richards who has carried on booking our speakers for 2025 in the absence of a new programme secretary.

As you will be aware we 'reviewing the situation' (as Fagin would say) and feel it is time we tried to improve our museum and Heritage Centre so that we can put on display much more of the artefact collection we have amassed over the last forty years. Your views on this are most welcome, particularly tonight, at our AGM via the slips of paper on your seats.

Bitterne Local History Soc.

31/03/2024

Income	Sum Up		8,705.82	
	Sale of Wood Planes		135.25	
	Stripe		258.47	
	Paypal		245.27	
	Cash banked		14010.73	
	Donations		2091.5	
	Shed Club - tool storage		90.00	
	Toy Auctions		2,296.26	
	Calendars		5.70	
	Meetings income		1,578.60	
	Flea Market		660.10	
	Collection		18.50	
	Adverts		200.00	
	ELT - clothes recycling		271.14	
	Vintage Cash Cow		140.00	
	Memberships		1,121.00	
	Miscellaneous cheques		400.35	
	World of books		353.10	
	East fundraising		18.53	32,600.32
				<hr/>
	Reserve interest		3924.26	36,524.58
				<hr/>
Expenses				
Storage			4,968.53	
Rates			132.23	
Light/Heat/Water	Gas	797.60		
	Electric	2,608.87		
	Water	231.22	3,637.69	
			<hr/>	
Bank Charges			202.21	
Sun up fees			147.13	
Magazine cost			801.00	
Postage			150.00	
Rent			12,000.00	
Chubb alarm maintenance			85.17	
Wool wholesalers			968.29	
Website			160.40	
Insurance			920.49	
Expenses - reimbursed			1,808.83	
Speakers			394.00	
Books			324.48	
Other costs				
	Printing	685.00		
	Accountancy	504.00		
	Hall rent	275.00		
	D-Day Celebration	135.25		
	Cakes/Raffle Prizes	42.50		
	Xmas cards/calendars	133.70		
			1,775.45	28,475.90
			<hr/>	
Profit				8,048.68
Accrued income	108.28			
Accruals	-635			
Current account Movement	-5348.86			
Reserve Account Movement	13924.26	8048.68		





Your Virgin Media contract




Account holder's name: Mr Christophe Abraham	Service address: 2 Eynham Close, Southampton SO19 5Jz, SO19 5JZ		
Contract start date: 3rd July 2025	Contract number: 21/022796667/01	Customer account number: 601893602	Customer area reference: 21
Minimum contract length: 18 months	Communication preference: Standard	Services included in this order:	 ✓  ✓  ✓  ✗

Key financial information

You bought:

 Broadband	 TV	 Phone	 Oomph Mobile
Main services ✓ M350 Broadband	Main services ✓ Mega TV ✓ Additional TV Box ✓ Virgin TV V6 Box, powered by TiVo ✓ TiVo Monthly Fee	Main services ✓ Weekend chatter ✓ Telephone Line Rental ✓ TRIPLE BUNDLE	Main services No services selected

 Promotional Offer(s)	✓ Discount (until 2nd January 2027)
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 Monthly service costs	Your initial monthly service charge £92.06 <i>Your initial monthly service charge breakdown: Main services: £82.06 add-ons: £10.00</i> Increase year 1 - Increasing to £95.56 from April 2026 bill Promotion end - Increasing to £132.79 from 3rd January 2027 Increase year 2 - Increasing to £136.29 from April 2027 bill Your monthly price thereafter will increase annually from your April bill by £3.50 a month.
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Other items & charges (these charges will only appear on your next bill)	£0.00
✓ 18m Contract Term^	

If you have also chosen to take an 'add-to-bill' add-on that is supplied by a third party and is subject to their terms and conditions (e.g. Netflix Add to Bill) those charges are not shown above.

^ indicated items included on your package price.

Your monthly service charges: This section shows the monthly price for your package. If you are enjoying a discount, the end date for this is shown, and the price once your discount has expired shown at the bottom.

Other items and charges: This section includes one-off charges or credits that are applied to your account.

Non-Direct Debit and paper bill charges: All prices shown require eBilling. You may choose to receive a paper bill instead & we may charge you additionally for this, which we'll tell you about when you request the change. Standard charges apply please check with your network operator for rates. To get free online billing simply sign in to **My Virgin Media** or register [here](#).

The legal stuff - Key information

The full Virgin Media Terms and Conditions and the Legal Stuff form part of your contract and can be found [here](#). Please read them carefully, together with the additional terms set out in this document. When referring to "agreement" we mean all of these things. This agreement is legally binding, which means we are making promises to each other about the services we provide and how you are permitted to use them. This agreement is for the minimum period set out in this contract. If you cancel during the minimum period you may need to pay an Early Disconnection Fee and this includes if you move to a property outside of the Virgin Media Network area, as set out in Sections N and O of the Terms and Conditions. Remember, our network does not cover all of the UK – please use our post code checker by clicking [here](#) to check availability. If you think that you may move to a property outside of the Virgin Media network area before the end of your minimum period, one of our 30 day rolling contracts may be more suitable.

All services are provided to you by Virgin Media Ltd or Virgin Media Payments Ltd. You must be a UK resident and be aged 18 or over. Virgin Media services are subject to survey, regional variations, a credit check, and services are supplied subject to status. All prices include VAT.

Our Privacy Policy, whilst not forming part of the agreement, tells you about the purposes for which we use your personal information, to whom it may be disclosed and what to do if you change your mind about us keeping you in the loop with special offers and exclusive rewards, please click [here](#) for more details.

Got a query with your contract or wish to cancel?

You can speak to our team on **0345 454 1111*** anytime Monday to Friday; 8am to 8pm on Saturdays; and 9am to 5pm on Sundays and Bank Holidays. Please have your account number (which you can find at the top of this contract) to hand.

To cancel you have **FOURTEEN** days from the later of: (i) the day after the delivery of the equipment; (ii) the service start date; or (iii) the day you received this contract (that provides a link to the Terms and Conditions).

Alternatively, please follow the Right to Cancel form at the end of this document.

Device security and compliance

All Virgin Media O2 devices are compliant with the UK Product Security and Telecommunications Infrastructure Act. This sets out a minimum level of security for all smart devices to make them more secure against cyber-attacks. Further information can be found at [virginmedia.com/psti](#)

Returning our equipment

If you have any of our equipment, please don't use it and keep it safe. You're responsible getting it back to us safely, so please use the packaging we'll send you. If we don't receive our equipment back from you (and in the condition it should be) we may have to charge you up to the full value of the equipment.

In special circumstances we may provide a service to collect our equipment from you. If you fail to return our equipment for collection, you will normally be charged for the replacement cost and reasonable recovery costs for that. If you do return the equipment to us within 80 days of your services being ended, you will be refunded via a bill credit on your next available bill. If this means your account is left in credit we will send you a cheque for the amount you are owed, which you need to put into your bank / building society within 6 months. Our equipment does not become your property and you must not sell it.

Late or Missing payments

If, 31 days after your bill date, you have failed to pay your bill, you will normally be charged a late payment fee. If any cheque or direct debit is cancelled or not cleared by your bank or building society you may also face a failed payment fee to cover the cost to us levied by your bank or building society. Please see our pricing guide [here](#) for details on our charges. Please be aware that missing payments could have severe consequences and may make obtaining credit more difficult.

Important Information - Hub power requirement

A power supply is needed to your router to make and receive phone calls, including to 999: always keep your router plugged in and switched on. If there is a power or network outage, you won't be able to make or receive calls; so we recommend you keep a charged mobile phone to hand. If you have devices connected to your phone line (e.g. security / personal alarms / health monitors), these will not work during an outage. Please check with your alarm provider whether it uses your phone line and whether it is compatible with our network. We have measures in place to support accessibility customers; please keep us updated of any accessibility needs.

Talk Plan and service numbers

If you've taken Virgin Phone, your chosen Talk Plan is as stated in your contract. For full details of what's included and the charges that apply for calls made outside your allowances, please refer to our website and read our Tariff Guide at [virginmedia.com/callcosts](#). If you call 084, 087, 118 or 09 numbers which are outside of your bundle, your access charge will be 17.00 pence per minute (plus the service charge for that number).

Virgin Media's automatic compensation scheme

For everything you need to know about Virgin Media's automatic compensation scheme and other Codes of Practice including our Complaints Code of Practice, head over to our handy pages at [virginmedia.com/ofcom](#)

Fancy pocketing up to £50 cash?

Just register at [virginmedia.com/RAF](#) to start referring your friends and family to Virgin Media and earn up to £50 cash for both of you, depending on what they buy.

Please note: If you have joined or recontracted to Virgin Media Broadband or Virgin Mobile on or after 1st December 2022, Virgin Media's out of home WiFi hotspots and the Virgin Media London Underground WiFi service are not available to you and will not form part of your contract for either Virgin Media broadband or Virgin Mobile.

* For details about how much it costs to call our team from a Virgin Media home phone, visit [virginmedia.com/callcosts](#). Call costs from other networks and mobiles vary.

Your Broadband Speeds Explained

We estimate that at peak times your normally available download and upload speeds from our Network to your Virgin Media Hub will be as follows:

Your broadband speeds:	Download speeds:	Upload speeds:
Advertised broadband speed	362 Mbps	36 Mbps
Normally available speed	between 374 - 384 Mbps	between 37 - 37 Mbps
Minimum speed	181 Mbps	18 Mbps
Maximum speed	384 Mbps	37 Mbps
Minimum guaranteed download speed	181 Mbps	N/A

Broadband speeds

Actual speeds may vary from the advertised speed of your service, particularly at peak times and the actual speed you experience may be lower than estimated. This is due to a number of factors that may not be within our control and include your use of WiFi, the device you are using, your internal wiring and the number of users online and accessing a particular website. At peak times, high usage e.g. due to major sporting events, may cause congestion. For more info on estimated speeds, how speeds for some packages may be affected by policies such as fair usage and traffic management, and other reasons why broadband speeds may vary, or for help, visit Our Speed Page [here](#) where you can also find out about our membership of Ofcom's Broadband Speeds Code of Practice. You can find a copy of Ofcom's customer guide to the Residential and Business Codes on the Ofcom website [here](#).

About your Broadband connection

Our hybrid fibre broadband travels on our high-tech, high-speed fibre network until the last few hundred metres, where coax cables carry it from our street cabinets to your home. To find out more about your connection, visit [here](#).

Guaranteed Download Speed and Cancellation

Minimum Guaranteed Download Speed: The guarantee applies to new customers that buy new broadband services, or existing customers that change their broadband service or re contract their existing broadband service on or after 28th February 2019. The guaranteed download speed is 50% of the advertised speed of our service on the date that you placed the order and is set out in the speeds table. You need to keep your Virgin Media Hub plugged in, switched on and set to enable us to obtain speed information from it, which will help us to diagnose any problems. The minimum download speed guarantee does not apply to outages. If you experience an outage which affects your broadband services please contact us.

What does the Minimum Guaranteed Download Speed mean? If the actual download speed provided from our network to your Virgin Media Hub falls below the Minimum Guaranteed Download Speed, and this happens for 3 consecutive days or more (whether continuously or intermittently during each day), and we are unable to fix the problem within 30 days of you reporting the problem to us, **you may have the right to end your agreement without paying an Early Disconnection Fee.** You need to contact us if you have a speed problem via the contact us page [here](#).

How do I end my agreement? Section N of the Terms and Conditions [here](#) explains generally how you can end your agreement. If we do not provide the **Minimum Guaranteed Download Speed** as set out above (i.e. we have not remedied the speed problem within 30 days of your notifying us or we cannot address the problem) then we will offer you the opportunity to end your agreement immediately, without the payment of an Early Disconnection Fee. In exceptional circumstances (for example where you cancel engineer visits or miss appointments) we may extend the 30 days but we will always discuss this with you beforehand.

Your right to cancel your new services

Important! Please read this carefully – it's about your cooling off period.

Dear Customer,

As you've recently made a change to your services with Virgin Media, we want you to know that you have the right to cancel these changes if you wish and have FOURTEEN days from the day after you placed your order for cable services (subject to any enhanced period that may be set out in your Cable service terms and conditions).

To speak to our team, call **0345 454 1111*** You will need your account number (which you can find at the top of the contract) to hand.

Alternatively, you can use the cancellation form on the back of this letter and pop it in the prepaid envelope which goes to: Virgin Media Sales Operation Support, Winnall Down Farm, Alresford Road, Winchester, SO21 1FP. However, we recommend calling our team because this allows us to handle your request and make any refund in good time.

What happens if you cancel?

If you cancel in the next 14 days, the change to your service will be removed and treated as if it never existed, and you'll revert back to the original terms of your contract and original services. You'll also be refunded any charges paid within 30 days. This is consistent with your rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Any cancellation after this time will be subject to the termination procedures set out in section M of your Terms and Conditions for your Residential Customer Service Agreement.

Returning our equipment

If you have any equipment, please don't use it and keep it in a safe place. You're responsible for making sure it gets back to us safely, so please use the packaging we'll send you. If we don't receive the equipment back from you, we may have to charge you for the full value of the equipment.

Please note: If your new Virgin Media service(s) have been installed within 14 days from the day after you placed your order, you can no longer make a cancellation under this policy.

Kind Regards

The Virgin Media team



Cancellation Form

To be completed by the main account holder in full using a black ballpoint pen and **BLOCK CAPITALS**



Account number: **601893602**
Area ref: **21**

I hereby give notice that I wish to cancel my Virgin Media services.

Service address: **2 Eynham Close, Southampton So19 5Jz, SO19 5JZ**

First name:

Customer signature:

Surname:

Please send this form to:
Virgin Media Sales Operation Support,
Winnall Down Farm,
Alresford Road,
Winchester, SO21 1FP

Contact number:

Date: