



COLDINGHAM SANDS COMMUNITY COMPANY

Private Limited Company
registration no SC336722
REGISTERED CHARITY: SC040172

Dear Jennie

Reviewing the analysis of the survey undertaken by the East Berwickshire Wellness Group and reference to a comment posted on your website, namely

“Coldingham is lacking a good quality cafe and this could be an ideal location (Luckenbooth is a post office with disappointing opening hours and vending machine coffee, not regarded as good quality cafe)

Whereas I’m aware that this is a comment made by one individual and everyone has the right to their own opinion I feel that as a Director of the Coldingham Sands Community Company, the owners of the Luckenbooth, their ought to be some form of ‘right of reply’.

The community company was established, as the name suggests, as a company owned and operated on behalf of the community. One of its principal functions is to provide an “Interpretation Centre” as a source of information but also as a visitor contact point. To enable it to function it is operated as a Post Office, which pays the salary of **one** subpostmistress, who in turn pays a rent for the use of property. The number of hours opened are determined by the Post Office, not the subpostmistress. True she does have some leeway in the actual times but this is a very small window of opportunity and totally dependent on the hours given by the Post Office.

As the salary paid by the Post Office is minimal and in fact reducing due to the removal of face-to-face services as more and more of the transactions are on-line. In an attempt to augment this income the Luckenbooth runs a café service and also a small gift shop. This service is supported by a considerable number of people in the village and quite honestly, if it were not for the loyalty of these patrons the total Luckenbooth operation would become unviable.

I know I don't need to highlight to you that the operation of the coffee is a bean-to-cup service, using the best quality beans, so not a "vending" machine operation in the traditional negative use of the expression.

Could the village do with a 'high quality' café', perhaps with a full meal service? Perhaps, though the caravan parks and the New Inn and Anchor would suggest to your respondent that they already perform this service and trying to maintain this level of service in the winter months is questionable to say the least.

It is possibly also worth reiterating that the Luckenbooth is available for hire as a meeting room in the afternoons and evenings and you may wish to bring this to the attention of members of the Wellness Group as a potential venue for some of your activities.

I return to my original point, the Luckenbooth is community owned and rather than trying to support some form of fledgling venture by make negative comments regarding an existing business, it would be really nice if they could come and speak to us and make constructive suggestions as to how we might improve, we will even provide them with a cup of our excellent bean-to-cup coffee.

Many thanks

Bobbie Prentice
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