



THE SEVERN VALLEY RAILWAY

EXPRESS POINTS

WORKING MEMBERS NEWSLETTER

September 2016



Express Points

The Working Members Newsletter

- Contact -

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- About -

Express points is distributed on the first Sunday of each month by sending a reminder link to more than 500 email subscribers. Printed copies are also sent out.

This newsletter is intended for the information of Working Members & Staff of the Severn Valley Railway only.

- Deadline -

Articles & photographs should be submitted before the last Sunday in the month.

-Cover photo -

Popular 0-6-0 GWR Tank 813 on a loaded test run, 16th August 2016 by Jed Bennett.

Welcome to the September edition of Express Points

As we go to press, there's an air of expectancy across the whole Railway, as we prepare for the momentous event of Pacific Power with Flying Scotsman and Tornado. Inevitably, a great deal of public and press attention will be focused on the Railway later this month, and as General Manager Nick Ralls acknowledges on page 4, it's inevitably putting extra strain on everyone. However, it is of course, a great chance for us to show off our wonderful Railway. Also in this edition we have details of how work is gearing up at Bridgnorth, following the decision by Shropshire County Council to grant planning permission to our ambitious £5million development plans. Plus we have a range of articles from around the Railway, that illustrate the sheer dedication of volunteers and the range of activities and projects that Working Members are engaged in.

Other Working Members want to hear from YOU!

Please get in touch and tell us what's happening in your department so we can spread the word. Express Points is all about keeping Working Members in the picture about what's going on right across the Railway. Don't worry about the need to produce a carefully crafted article – we are more than willing to assist with producing final copy. If you can include a digital photograph to accompany your news – even better!

We'd also like to know what you'd like to see in future editions of Express Points. Is there something we could do more of? Anything you'd like less of? Perhaps you have a question you'd like to ask one of the Railway's senior managers or heads of department? Contact us on ExpressPoints@svrlive.com

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'Severn Valley Railway Official Site' & 'Express Points

@svrofficialsite'

SVR contact email addresses

General feedback to the SVR on any topic should go to: feedback@svrlive.com

For staffing issues, please contact the Volunteer Liaison Office: vlo@svrlive.com

Membership enquiries: membership@svrlive.com

Any opinions or views expressed in this newsletter are entirely the opinions of the contributors, and do not necessarily reflect the opinions of the Directors of either Severn Valley Railway (Holdings) PLC. which owns the Severn Valley Railway, or Severn Valley Railway Company Limited, the members of which are responsible for its operation.

OFFICIAL GO-AHEAD FOR BRIDGNORTH



In July 2016 Shropshire County Council granted full planning approval to the SVR for ambitious plans to develop its facilities at Bridgnorth. The total cost of the project will be around £5m and according to SVR General Manager Nick Ralls it will transform Bridgnorth station:

"This really is the most significant development in the Railway's 51-year history. The original infrastructure and buildings at Bridgnorth were never designed to cope with the large volume of passengers we have today. We'll be creating a dramatically improved experience for visitors and staff, and boosting the local economy."

The first phase will see the construction of a GWR-style building as a refreshment room and toilets, followed by the restoration of the original Grade II listed station building. The Railwayman's Arms public house will be refurbished and enlarged and there'll be new retail and heritage areas and disabled toilet facilities.

In the longer term the plan includes additional car parking, a new volunteer accommodation block and the installation of a heritage turntable which will allow visitors a full view of locomotives being turned.

PREPARATORY WORK ALREADY UNDERWAY..

Even as it awaited the official planning approval, the Railway was busy putting in place structure and plans so that it was able to start work as soon as it received the go-ahead from the planning authority. Chris Bond, the Infrastructure Manager, is leading the delivery team, along with Oxford Architects, who helped with the final drawings for the planning application. The Project Team will now take on the role of overseeing the project, leaving the day-to-day running of contracts to the delivery team.

After putting out to tender, the Railway appointed a structural engineer, a cost consultant and a mechanical and electrical engineer, and appointed Iris Construction from Ludlow as the main contractor. They have previously been involved in heritage projects, and impressed the Railway with their willingness to accommodate the highest standards of traditional railway work that the Project Team requires.

The first phase of the project is due to start on 3rd October 2016. Chris Thomas and his team have been busy clearing the site in anticipation. The work was originally scheduled to start earlier but a certain Flying Scotsman has intruded on that space a little, and it was felt prudent to allow those important days to pass before bringing contractors onto what is a very constricted site.

If the weather is favourable, it is hoped that the bulk of the first phase of development will be completed by Easter 2017. The booking hall and the new retail area will most likely be done after that date. In terms of finance, a further £807,000 has been allocated from the 2012 share monies, but there is still a shortfall to complete the first phase. A share offer will be introduced in November to try and fund the balance of the first phase and also the whole of the second phase. It is hoped to raise £2.5M from this offer, and it is categorically stated in the documents that all the money raised from this share offer will be ring-fenced for the Bridgnorth project. You can also support the Bridgnorth development project by donating through the Charitable Trust. Find out more at www.svrtrust.org.uk

CREAM TEAS IN THE OBSERVATION SALOON

Forthcoming dates: 7th & 8th
September, and 27th
October.
£7.50 supplement per
person.

Fire Incident at Eardington

A fire broke out alongside the track near Eardington on Tuesday 23rd August at which multiple fire brigade units attended. An investigation is ongoing but it has not been possible as yet to ascertain exactly how the fire started, although the dry condition along the embankments and the field above meant the fire spread rapidly.

The incident on the 23rd caused a delay of two hours to train services, and inevitably this led to frustration on the part of both passengers and staff. I would like to thank all staff and volunteers on duty at the time for the patience and hard work they put in to deal with the situation.

Nick Ralls, General Manager

MESSAGE TO WORKING MEMBERS AND STAFF FROM THE GENERAL MANAGER IN ADVANCE OF FLYING SCOTSMAN'S VISIT 21-26 SEPTEMBER

Since a number of working members attended the Table Top exercise at The Engine House on the 9th July 2016 there has been much behind the scenes activity to finalise the Event plan.

The Event and Operational Plan has been extended and rewritten where appropriate, accommodating many of the points raised at the table top exercise. We will circulate the plan by September 9th at the latest.

Field Car Parking: A number of local landowners have kindly offered overflow car parking along the SVR, and this will help enormously in disbursing the general public who just wish to see the locomotive along the Valley rather than at station sites.

Lineside trespass patrol: This will largely be covered by staff from the Kidderminster Office and Bridgnorth MPD, who will have radios and appropriate training to allow them to communicate with the nearest station if there is any incursion on to the line.

Further assistance: The visit of Flying Scotsman and Tornado has taken considerable time and resource to organise, much of it from Working Members. Supervising and stewarding an event of this size and complexity has placed a strain on volunteers which is both fully acknowledged and appreciated following what has already been a very busy summer period. If there are other individuals or groups that can offer their services over any of the days of the event, then your offer would be more than gratefully received. We are looking in particular to provide extra staffing for station duties or lineside patrols; appropriate training can be given if required.

Station Duties: Allocated to a station, you will assist the Stationmaster in crowd control, ensuring that passengers are able to board trains safely during the event, with numbers on the station platforms maintained at a safe level.

Lineside duties: This will involve attending a defined position trackside 30 minutes before Flying Scotsman is due to pass. You will make sure that the stretch of line allocated to you is not subject to incursion by trespassers. If assistance is needed you will radio the nearest station who will call for assistance. Areas of vulnerability, such as crossing points, have been identified. You must have an up-to-date PTS certificate to undertake this duty. If either of these roles are suitable, please contact Lewis Maddox on 01562 757910 for further details.

We understand that the length of the working day will require split shifts, and that it is going to be very busy. We will provide catering at each station for staff refreshments through the day.

From the beginning of the summer holidays we have been exceedingly busy with all of the extra demands of charter trains and events. It is clear that we have reached a situation of potential overload, and though currently this might not be considered consolation, the event programme and charter business for 2017 is being reviewed in light of these very real concerns so that they are dealt with prior to the publication of next year's timetable.

THANK YOU ALL VERY MUCH FOR YOUR HELP TO DATE.

It is also my intention to call a consultation session during November with Managers, Heads of Department and Stationmasters, in order to receive comments and ideas which will allow me to ensure that we do not exceed the capacity of the volunteers on the Railway.

Kindest Regards, **Nick Ralls -General Manager**

SVR WORKING MEMBER CATERING DISCOUNT TO INCREASE

From 1st September, Working Members will receive an increased discount of 37.5% on the price charged to the public in SVR catering venues. The decision to increase the discount was taken following a review of cost prices including overheads.

However the discount will be restricted to the purchase of food for the Working Member only, and will not apply to friends and family.



PACIFIC POWER EVENT – BRIEFING FOR BEWDLEY STAFF

With only a few weeks to go to the start of the event and even less time to the start of site preparations, now is a good time to give you some early information about how the event will impact Bewdley Station, and how routine access and activities on the site will be impacted.

We are expecting large crowds throughout the event, many simply hoping to get a sight of Flying Scotsman, but others requiring safe access to the other SVR trains running throughout the event.

The demands on the volunteer resources of the SVR will be huge and they will require the support, assistance and understanding from all groups based on the Bewdley site.

Please see the schematic site plan on the next page which shows how the site will be configured during the event. It should provide clarity regarding our crowd control plans and will highlight the implied site access restrictions for staff, volunteer groups and visitors.

Car Parking: The main car park will only be available to special event ticket holders on a first come, first served basis. Access will be controlled at the main gate. There will be limited allocated staff parking on the lower car park. Authorised users of this parking space will be notified prior to the event with priority to those with specified operational responsibilities. No parking will not be permitted in the yard. On the 24th and 25th September we have secured additional parking space at the High School on Stourport Road.

Access to the Station: Public and staff access will be via the main gate at the bottom of the station drive. Staff will be supported by professional security personnel who will also be providing 24-hour site security. Access to the site will be by valid travel ticket, staff pass or station admission ticket.

20th September: Site access restrictions will be introduced during the course of this preparations day, but presently we expect normal parking arrangements to apply.

21st September: A special train with loco 60103 will do three round trips on this date using the Gresley set on behalf of the SVR Charitable Trust. Only SVRCT ticket holders will have access to this train. No one will be allowed to join or leave these trains at Bewdley.

22nd -26th September: The published Pacific Power timetable will apply throughout this period, with Working Time Tables published in due course.

SVR service trains will all run through Platforms 2 and 3. Access to Platforms 2 and 3 will be supervised via the Barrow Crossing (the Footbridge will be closed, but will form part of the emergency evacuation route).

Platform 1 will be a designated Viewing Area, with access controlled via the white gate by the VLO. Access will not be available to Platform 1 via the Booking Hall (available for emergency evacuation). There will also be a defined viewing area in the lower yard, segregated from passengers using the Barrow Crossing.

Plans will continue to evolve between now and the event and briefing meetings will be taking place.

Offers of help from all Groups and Departments will be very welcome.

James Pearson , Station Master

For those who require a detailed risk assessment and station layout plan, please contact a member of the Bewdley Station Management Team.

News from the Carriage & Wagon Department

- Applications are being received for the two vacant posts in C&W
- Mechanical: 24506 went into traffic, and was replaced on the jacks by 52255.
- KDD Paint Shop: As work completed on 52255, it was replaced by 4550.
- KDD carriage shed: 7960 CO2 levels now within limits after fitting a second extraction fan, and the Gas Sign off was expected.
- BR Mk1 25346 has had a re-varnish, using the Bridgnorth Painter, and is receiving minor repairs.
- Bewdley Paint Shop: Continuation of work on 6562 and 9654. 9654 replaced 6562 in the Bewdley paint shop.
- Bridgnorth: Continuation of work on 4399.

Family Summer Saver proves popular!



Although overall passenger numbers in July were down on budget, the numbers of passengers through the booking offices at Kidderminster and Bridgnorth were up on the previous year, as were advance bookings. The launch of the Family summer Saver ticket appears to be having a positive influence on passengers numbers, especially at weekends. During the first full week of the Saver offer, more than 800 family tickets had been sold.

All Change for the Apprentices

Apprentice Alan Brookes brings us up-to-date:

Max Green and James Lewis, the first apprentices to be recruited into the SVR's Heritage Skills Training Academy are now approaching their final year of training.

The next intake, have chosen the departments in which they'll now specialise: Emma Harrison will go to work with Hugh McQuade in the Carriage & Wagon body shop; Dean Parkin and Ryan Parsons move to the Motive Power Department at Bridgnorth, and I'll be working under Nigel Hanson in Carriage & Wagon mechanical.

Meanwhile, Jack Egglestone and George Brogan, the newest apprentices have completed their first year of training and are steadily working alongside P-way and Carriage & Wagon, completing a range of different tasks.

We are all excited at the impending arrival of flying Scotsman, and more than a little in awe of the amount of work involved. It certainly is a huge task, and we are all proud to be involved and to be here to see the event.



Apprentice initiative

Quickly making their mark in MPD at Bridgnorth, Ryan and Dean sourced chicken wire and large jubilee clips to fashion a spark arrestor for 813 which has been undergoing its test runs recently.



Thank you to Ian Walker

All of the apprentices have at one time or another worked under Ian at Bridgnorth, and we are all sorry to hear that he will be leaving his position at the Railway. On behalf of all the apprentices, I would like to thank Ian for giving us all the opportunity to work at Bridgnorth MPD.

Urgent request for accommodation



Can you help one of the SVR's apprentices who urgently needs somewhere to live? Twenty-year old James Lewis is looking for a room to rent within cycling distance of Kidderminster for between £200 and £250 a month, including bills.

He would also need the use of kitchen, bathroom and washing machine facilities. James is in his fourth year of training and describes himself as independent, quiet and fully house-trained! He moved to the area from Swindon, Wiltshire, where he often spends weekends visiting family and friends.

If you, or someone you know, might be able to help James, please contact him on 07845 338618, email jameslewis16@hotmail.co.uk or pop into C&W Kidderminster weekdays 12.30-1.30pm

Heritage Skills Training Academy Recruitment Plans

At its meeting in August, the Heritage Skills Training Academy Board concluded that the Academy should spend the next year focussing on the completion of the locomotive mechanical engineering syllabus that is currently being written by the Boiler & Engineering Skills Training Trust (BESTT). The members also recommended that the process to recruit two new apprentices should begin in January 2018, and that the successful candidates should start in position in September 2018.

This will give BESTT time to complete the necessary modules for locomotive mechanical engineering and also undertake the writing of modules for Mechanical Signalling, Permanent Way and Diesel engineering. The Board of SVR-H has supported these recommendations.

EXPRESS POINTS TO GO ONLINE ONLY FROM JANUARY '17

The demand for printed copies of Express Points has been steadily dropping for some time now. Additionally, we hope to make the publication bi-weekly in the near future. Printing off copies is very expensive and time-consuming. All these factors mean that a switch to digital publication would be a sensible move. We have given a good deal of warning about the change, and urge you to sign up with your email address as soon as possible at ExpressPoints@svrline.com.

Please let us know if you are worried that you will no longer be able to receive Express Points after we switch to digital only by writing to: Express Points, One Comberton Place, Kidderminster, DY10 1QR.

VOLUNTEER MONTHLY VOUCHER DRAW

Congratulations to **Doug Kempton**, the latest winner of the SVR £20 gift voucher. Doug used to run Kidderminster Booking Office for many years and was previously a TTI, but now does on-train surveys on passenger numbers and other admin tasks. The Volunteer Monthly Prize is drawn at random by the Volunteer Liaison Dept. **Each month a £20 voucher is won and the winner is published here. In December four names are drawn.**

'PEEP BEHIND THE SCENES' PROVED TO BE A GREAT SUCCESS FOR 4150 FUND



On behalf of The 4150 Fund. I would like to thank all those who helped to ensure that this July's 'Peep Behind the Scenes' Day was another success. Some people's contributions went beyond what could normally be expected, and not for the first time. It would be unfair to single out any individual, so let's all savour the achievement of a magnificent group effort and a job well done.

The event brought the steaming of 4150 another step closer, and gave other groups the opportunity to promote themselves while increasing revenue for the railway. It was a win-win situation for our Railway with very little financial outlay, and in that you have all played your part.

Looking beyond the Pacific Power Event in September I am sure many of you will be thinking, "How are we going to follow that?" Well, step forward 4150, because after 38 years this GWR Large Prairie will be shunted from her siding behind the Paint Shop at Bewdley on Thursday 29th September. The new water tanks and bunker will be secured in position and the engine made ready for the long-awaited journey to Bridgnorth during October where boiler work will finally begin in earnest.

4150 came to the valley way back in 1978 and is yet to steam for the first time since leaving Woodham Brothers' Barry scrap yard. Find out more at www.4150.org.uk

Peter Willoughby

VOLUNTEERS NEEDED FOR CHRISTMAS CRACKER SERVICES

The Christmas Cracker Express travels between Kidderminster and Highley, taking children from schools, nurseries and playgroups on a magical Christmas experience. It's all part of the SVR's Education Service, and we need your help to make these wonderful days happen. If you are free to lend a hand on any of these dates: 30th November, 1st, 6th, 7th, 13th, 14th or 15th December, please contact **Amanda Peplow or Rebecca McRorrie at the Engine, Highley on 01746 860901**

News from the Motive Power Department

813 The coupling rods are now fitted and require final finishing.

1450 Available.

1501 Returned from Pontypool & Blaenavon Railway and following a washout has gone straight out to the Nene Valley Railway and covered all the eight booked steaming days allocated, generating an income of £4370. the loco is diagrammed to cover an addition day at Mid Norfolk Railway, and still scheduled to return on 31st August.

2047 No progress.

2857 Available for traffic.

4085 Dunrobin Work has started on overhauling the bogie frames and axle boxes.

4566 Available for traffic but is now spare due to the requirement for coaching sets to be 7 or vehicles.

4930 Hagley Hall Work on the tender chassis restarted with riveting of the frames. Volunteers continue preparing cylinder block for removal.

7714 out-of-frames boiler testing was completed on 2nd August. Boilershop staff undertook all the hot riveting required to complete to rear dragbox, prior to the fitting of the boiler a week later.

7802 Bradley Manor Available for traffic.

7812 Erlestoke Manor Available for traffic.

34027 Taw Valley Available for traffic.

34053 Sir Keith Park Available for traffic.

42968 Volunteers continue to prep for overhaul; work is focusing currently on stripping the cab for assessment. The steam brake cylinder has also been removed for overhaul. expected to enter the Boilershop once 7714 has left for assembly with the mechanical department.

43106 Available for traffic.

41241 has seen the completion of the crown stay bushing, and still waiting for progress from AD Engineering regarding the throatplate. TLW confirmed they would start forming the doorplate mid-August. The copper tubeplate was sent to ADE for the large tub holes to be drilled and tapped.

75069 The driving wheels are in the process of being turned. The coded welder has welded the new lower throatplate and steel side. SDRE are making good progress with the steel doorplate, as are LNWR with supply of the completed barrel assemblies due during August.

780 Alice was used to provide skills training for some of the volunteers, and this has seen the barrel assembly largely completed.

IOMR No15 Caledonia An estimation letter was sent early in August with a value of £93,328.31 and a formal purchase order for the work made subsequently.

G.U.Vs 2nd GUV TKA94200 is receiving cosmetic restoration with body plate work replacement being the focus currently.



Increasing the Profit Per Pint!

A price cut was introduced in the King and Castle on guest beers and snacks on Monday 25th August. Although this will reduce turnover, there will be greater profit in customers buying guest beers rather than Bathams. Research suggests that customers bought Bathams because it was the cheapest pint, and quality has been regular. We've improved the quality of the guest beers, and making them cheaper than Bathams will return a larger profit. We will obviously monitor the uplift in sales and profit ongoing.

Recruitment is now completed at King and Castle, although a couple of casual staff will still be needed as support in the longer term.

RECIPROCAL TRAVEL ON OTHER RAILWAYS

Thinking of using your free travel this year? Here's a list of Railways in the Reciprocal Travel Scheme..

Bluebell Railway	Llangollen Railway
Bo'ness and Kinneil Railway (SRPS)	Mid Hants Railway
Bodmin and Wenford Railway	Mid Norfolk Railway
Dean Forest Railway	North Norfolk Railway
East Lancs Railway	North Yorkshire Moors Railway
Embsay and Bolton Abbey Railway	Ravenglass & Eskdale Railway
Gloucester & Warwickshire Steam Railway	Seaton Tramway
Great Central Railway	South Devon Railway
Isle of Wight Steam Railway	Spa Valley Railway
Keighley & Worth Valley Railway	Strathspey Railway
Kent & East Sussex Railway	Swanage Railway
Lakeside & Haverthwaite Railway	Talylyn Railway
Leighton Buzzard Railway	

On 'Normal' operating days' timetables all the railways signed up for the scheme should permit free 3rd class (2nd/standard class on some lines) on production of an SVR working member's staff pass. Some railways, like the SVR, accept the pass and don't issue a ticket whilst others issue a complementary ticket. On Gala days and certain other 'Special Events' days when there are special timetables in operation, they all should provide a reduced rate fare in line with what we do, but in practice it varies from similar arrangements to the SVR, to free, to no concessions at all.

It is safest to assume that such restrictions apply at Galas and either phone in advance or enquire at the Booking Office when you arrive.

Class 50 Hood rededication ceremony

To commemorate the 100th and 75th anniversaries of HMS Hood, we will be rededicating diesel locomotive No. D431/50031 Hood during September. The locomotive has recently entered service following an extensive renovation, and a rededication will take place at **midday on Saturday 17th September at Kidderminster Station.**

Following the rededication, the locomotive will work the 1.30pm train from Kidderminster and 3.40pm from Bridgnorth

Visit by High Sheriff

Shropshire's High Sheriff, Christine Holmes, visited the Railway during August and gained an insight into the work of volunteers.

The volunteering sector is one of her particular interests, and she was able to see volunteers from the 2968 Group beginning an overhaul, working with some of the Railway's apprentices. Accompanied by Sharon Harvey, she also visited the Engine House at Highley.



IN MEMORIAM

MARY HANSON

We recently received the sad news that Mary Hanson has passed away after a short illness. Mary and her husband began their association with Severn Valley Railway in the 1970s when they volunteered at Bridgnorth Booking Office. Over the year Mary supported various departments with her volunteering expertise, finally retiring from her paid position in the accounts department in 2009.

A full obituary will appear in SVR News, but in the interim we send condolences to her children Michael and Liz, who will let us have funeral details when confirmed.

Nick Ralls, General Manager

Erlestoke Manor strikes gold!

With Team GB having won medals in Rio left right and centre, the SVR and the Erlestoke Manor Fund (EMF) have also struck gold after celebrating 7812 chuffing along for 100,000 miles.

7812 Erlestoke Manor is a regular performer on the line, and on Friday 26th August 2016, the engine joined 'The 100,000 miles Club' amidst the country's Olympic fever.

Entering preservation in 1979, Erlestoke Manor is the second engine owned by the voluntary-run EMF that has now run 100,000 miles in preservation as sister locomotive No. 7802 Bradley Manor, which returned to steam last year following overhaul, passed the milestone in 2009 and is now striding ahead with 110,000 miles under its belt.

Whilst both locomotives have run on the mainline and visited other preserved railways since their return to steam, most of the 100,000 miles have been achieved on the SVR.

ARE YOU AN EXPERIENCED EBAYER?



The Charitable Trust needs a helping hand to raise funds for the Railway by selling various items that have been kindly donated by supporters. The artefacts that the Trust receives generally have a strong 'heritage railway' theme, and their sale will help raise funds to support the long-term future of the SVR. If you know your way around eBay and similar online auction sites, and would be happy to create listings, upload photographs and monitor auctions as they progress, the SVR Charitable Trust would very much appreciate your help!

In the first instance, please contact the Volunteer Liason Office on 01299 401776 or email vlo@svrlive.com

INFRASTRUCTURE UPDATE

- The SVR's Case roadtrailer has now been delivered to Rexquote at Bishops Lydiard for the brake conversion work. The Railway is grateful to TXM for sponsoring the transport to and from the site.
- The weed-killing contractors made a second application to the track in anticipation of the Pacific Power event in September.
- The stonemason started and made rapid progress with the work at Arley. He has also altered his schedule in order to complete the unfinished work at Bewdley.
- The PW full-time staff and volunteers commenced re-laying the sidings at Arley, which were in dire need of attention. They are replacing like for like the wooden sleepers in the visible areas to maintain a heritage appearance.
- All of the PW RUDD wagons have undergone maintenance work and air tank certification at Kidderminster. Generally, they are good condition with excellent air receivers. It is hoped to get volunteers interested in cleaning up and spraying the RUDDs one at a time, to improve their appearance and longevity.

QUIZ NIGHT!

The next quiz night is to take place on 22nd October at Bridgnorth. Usual time, usual hospitality, usual fun evening. We look forward to your company! For more details please contact the VLO.

Our next edition will be available on Sunday 2nd October 2016

Sign up for monthly reminders by emailing

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