

5 December 2017

Dear Parents

## **ADMINISTRATIVE IMPROVEMENTS AT HEMDEAN HOUSE SCHOOL**

### **Parent Mail**

As discussed in detail at last week's Governors and Parents Meeting presentation several changes are now in place for the Spring Term. With effect from the start of the Spring Term in January 2018, Hemdean House will be using Parent Mail as an improved method of communication and administration, reducing the number of hard copy letters and payment forms that are sent home with your child. During week commencing Monday 11 December you will receive an email and / or text message requesting you to register an account and check contact details. Full details attached.

### **Invoices**

All school fee invoices will now be sent by email, with the Spring Term accounts being sent to you before the end of term on Friday 8 December allowing enough time to raise any queries or discuss any anomalies you may have. If you wish to discuss any element of your invoice please ensure these are raised with the school office no later than Thursday 14 December.

Payment for next term's school fees are to be paid in full by midday on Monday 8 January, if no direct debit arrangement is in place. Please be reminded that the school introduced a Late Payment Fee arrangement at the start of the Autumn Term and any late payments will be subject to this charge. If any parent would like to discuss alternative payment arrangements this request must be received by the Head Teacher before the payment date of 8 January.

In order to simplify and improve the invoicing and payment process for parents and the school, the following items will now all be itemised on one invoice:

- School fees
- School lunches (if applicable)
- School trips
- Spanish lessons (if applicable)

Parent Mail also enables online trip authorisation via its website and app reducing the need for parents to hand hard copy permission slips into school. With effect from the Spring Term a flat fee of £ 25 per term will be charged to cover the cost of trips, so that parents do not have to remember to bring in money for each individual trip, therefore streamlining this process. This fee will appear on the school fees invoice.

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For parents that pay school fees monthly the payment for school lunches, school trips and Spanish lessons (if applicable) is expected to be paid in full by Monday 8 January. There are no changes to the way monthly fee payments are made.

### **Family Accounts**

As discussed at the meeting, with the introduction of Parent Mail and the new school fee invoice structure arrangement the school will no longer be providing a Family Account Facility.

If for any reason you do not receive your school fee invoice or have any questions and queries regarding this and the payment deadline and terms thereof please ensure that these have been raised in writing to Mrs Lisa Leigh in the school office no later than 14 December.

Email: [l.leigh@hemdeanhouse.net](mailto:l.leigh@hemdeanhouse.net)

Kind regards

A handwritten signature in black ink that reads "Nigel Balchin". The signature is written in a cursive style with a large initial 'N'.

**Mr Nigel Balchin**

Interim Head Teacher