

**ST STEPHENS PAVILION
MANAGEMENT COMPANY LTD**

c/o RMG, RMG House,
Essex Road,
Hoddesdon,
Hertfordshire.
EN11 0DR
enquiries@sspmcl.co.uk
www.sspmcl.co.uk

To:
Copy for SSPMCL Website
Available Online at
www.sspmcl.co.uk

Date: 7th March 2017

Dear Member

Property Address: Online Version – Sent to all 396 Members of St Stephens Pavilion Management Company Ltd

AGM for St Stephens Pavilion Management Company Ltd
Wednesday 29th March 2017 at 1830hrs

The AGM for St Stephens Pavilion Management Company Ltd will take place on Wednesday 29th March 2017 at 1830hrs at Chapelfield Methodist Church, Chapelfield Road, Norwich, NR2 1SD.

The venue will be open at 1815hrs, meeting to start at 1830hrs.

Enclosed Documents:

- Notice of the AGM and Agenda
- Proxy form (on reverse of Notice)
- Development Newsletter produced by recently appointed residential directors

Copies of the last meetings minutes are available at www.sspmcl.co.uk

- AGM minutes – 11th November 2015
- EGM minutes - 11th January 2017

Copies of the 2015 Service Charge accounts which will be discussed at the meeting were included with your 2017 Service Charge Invoice sent in early January 2017. These are also available electronically online at www.sspmcl.co.uk

We look forward to seeing you on Wednesday 29th March 2017.

Should you require any further information, please don't hesitate to contact us.

Yours sincerely,



For and on behalf of
St Stephens Pavilion Management Company
e: enquiries@sspmcl.co.uk

Note: This is a letter to the legal owner at the property/correspondence address.

St Stephens Pavilion Management Company Ltd

(Company Number 05053547)

NOTICE OF ANNUAL GENERAL MEETING AND AGENDA

NOTICE is hereby given that the Annual General Meeting of the Company will be held at the Chapelfield Methodist Church, Chapelfield Road, Norwich NR2 1SD, on Wednesday 29th March 2017 at 1830hrs to transact the following business:

1. Introductions
2. Attendance / Apologies
3. Approval of previous minutes
 - 3.1. AGM Held 11th November 2015
 - 3.2. EGM Held 11th January 2017
4. Appointment / Composition of the Board of Directors
5. To approve the Directors' remuneration (£nil) as proposed by the Directors
6. To receive and adopt the reports and accounts of the Company for the years ending 31/12/2015
7. To appoint accountants for the 2016 accounts and to authorise the Directors to agree their remuneration.
8. To transact any other business. To date the following matters are on the agenda:
 - 8.1. Service Charge Accounts for years ending 31/12/2015
 - 8.2. Major Works - Repairs & Redecoration to the Administration building
 - 8.3. Managing Agent Contract
9. AOB

Please forward any matters you wish to be discussed in writing to:
St Stephens Pavilion Management Company Ltd
c/o RMG, RMG House Essex Road Hoddesdon Hertfordshire EN11 0DR
or email to enquiries@sspmcl.co.uk by 24th March 2017

BY ORDER OF THE BOARD

6th March 2017



Clayton Hudson
Director & Company Secretary
St Stephens Pavilion Management Company Ltd

To assist the board of directors with arrangements, please email or reply in writing to confirm attendance.

Please email the following information to enquiries@sspmcl.co.uk

In subject field "Your property Address" (i.e. 9 The Pavilion)

- Owners Name
- Whether attending AGM

St Stephens Pavilion Management Company Ltd

(Company Number 05053547)

ANNUAL GENERAL MEETING

APPOINTMENT OF PROXY

I / We _____ of * _____ being a member / members of St Stephens Pavilion Management Company Ltd, hereby appoint ** the Chairman of the Meeting or, failing that person _____ of _____ my / our proxy to vote for me / us on my / our behalf at the Annual General Meeting of the Company *** pursuant to the notice of that meeting to be held **** on Wednesday 29th March 2017 and at any adjournment of it.

Signed _____

The Appointor/s *****

Name/s _____

Dated _____.

* Put only the address of the first of joint members, but any joint member may appoint a proxy.

** Any member of the Company entitled to attend, speak and vote at the above mentioned meeting may appoint a proxy to attend, speak and, on a poll, vote instead of that member. A proxy may demand, or join in demanding, a poll. A proxy need not be a member of the Company, but must attend the meeting in person to represent you.

*** If this form is returned without any indication as to how the proxy shall vote, the proxy will be free to vote on any particular matter as he or she thinks fit, or to abstain from voting. Please initial all alterations made to this form, and if you wish to indicate for example as follows: for/against the resolutions numbered, and for /against resolution/s numbered.....

**** Except as may be contrary to the articles of association of the Company, regulation 62 of Table A requires this form of proxy to be deposited not less than 48 hours before the meeting. This form should be returned to St Stephens Pavilion Management Company Ltd, c/o RMG, RMG House Essex Road Hoddesdon Hertfordshire EN11 0DR.

***** An individual member or attorney therefore must sign this form. If the appointor is a corporation, this form must be sealed by it, or signed by a person duly authorised therefor. Evidence of that authority must be produced. If the appointor is a firm, please sign in the firm's trading name and add "by John Smith, partner in the said firm".

ST STEPHENS PAVILION MCL NEWSLETTER

Residential Control

Following the 11 Jan 17 EGM, St Stephen's Pavilion MCL (SSPMCL) is now in residential control. Moving forward the residential directors of SSPMCL will assume responsibility on behalf of all leaseholders to ensure proper management of the property and to carry out the wishes of the majority of members expressed at members' meetings. SSPMCL currently has 4 residential directors these are Jim Atkinson, Penny Field, Clayton Hudson & James Rollingson. Directors have formal board meetings monthly where they discuss the ongoing management and maintenance of the buildings.



2017 Service Charges

The budget for the service charge is set annually, typically during November, in consultation with the directors. Service charge bills for the year ahead are then issued to property owners during December. The service charge is due in full as per the lease on 1st January.

This year's budget was set and approved prior to residential control.

If you experience difficulties paying your service charge please contact us directly either via email enquiries@sspmcl.co.uk or call **01603 952200**. It is always better to discuss any difficulties, rather than hoping they will go away if you ignore them.

Now the development is in residential control the newly appointed directors will be looking closely at all planned expenditure before setting the 2018 budget later in the year.

Welcome to your newsletter

This newsletter provides you with information on the day-to-day management of the site as well as important information about any on-going issues. Whether you are an owner-occupier or a tenant on site please take a moment to read through this newsletter and update yourself with the latest information about the running of this development.

We hope that you will find it useful. If you experience any problems with the communal areas such as the lighting, entrance intercoms, car park, communal doors & bin stores please report these directly either via email enquiries@sspmcl.co.uk or call **01603 952200**



Caretaker Hours

Steve Ryan the onsite cleaner/caretaker has dedicated times when he is available to arrange meter readings, parcel collection, collect visitor parking vouchers or have a chat.

The opening hours of the office (at the front of administration building) are as follows:

Monday-Friday 08:30 - 09:20hrs

Tuesdays and Thursdays 16:00 - 17:00hrs

Saturdays 10:30 - 11:30hrs

AGM & Leaseholder Meeting

Wednesday 29th March 18:30hrs

Chapelfield Methodist Church,
Chapelfield Road. NR2 1SD



Community Café

The Chapel, which is now part of the wider Fellowes Plain estate, is now open as a community café from 11am-2pm (Mon-Fri) as well as being used to host community activities, including a choir and a parent and toddler group. Other activities are being organised following consultation with the local community. Feel free to drop in and meet the team who are also looking for local volunteers.

Find out more at

www.facebook.com/StStephensNorwich/
www.ststephensnorwich.org/
chapel@ststephensnorwich.com or
call 01603 617697



Smoking

Enclosed communal areas are designated smoke-free. Signage is displayed at the entrance as a reminder. It is an offence to smoke in communal areas and it's an offence for a management company to let it continue.

If you observe smoking in a communal area, draw the person's attention to the no smoking signs and tell them they are committing an offence and report it directly to enquiries@sspmcl.co.uk

Finally if you smoke, please dispose of cigarette butts properly, not on the ground.



PLEASE DO NOT FEED THE PIGEONS

It encourages them to roost, which causes a nuisance and damage to the buildings.



On-Site Maintenance

SSPMCL via its managing agent organise for the cleaning and grounds maintenance to be carried out by authorised contractors. We welcome feedback about their work across the estate, so if you have any comments then please contact us.

A 24 hour, 365 day a year emergency service is available. In the first instance call **01603 952200**

Issues which may require an out of hours response include:

- Significant damage to communal buildings
- Water leaks inside communal buildings
- No water supply (to the whole block)
- No electricity / lighting in communal areas
- All fire damage
- Lift failure
- Broken drain cover / gully

Noise & neighbourly behaviour

Residents are reminded of the terms of their lease with regard to acceptable noise levels and times of noise. You are asked to be considerate to your neighbours when it comes to noise levels and ensure that you are not creating a nuisance with music, banging etc. Your co-operation is appreciated.

Given the close proximity of the development to the centre of Norwich, we acknowledge that there is an increased risk of antisocial behaviour occurring as a result. If you witness or are victim to such events, please contact the Norwich South Safer Neighbourhood Team on **101**.





Building Security

Some complaints have been received regarding people leaving communal doors unsecured or propped open. Residents are reminded not to prop communal doors open, not even for a moment. This can invalidate insurance policies.

Please do not allow anyone you don't know into the stairwells, even if it is someone claiming to be a workman or delivery driver wanting to access a different property than your own.



Waste Collections

Waste collections are made weekly by Norwich City Council. Please act responsibly when disposing of your waste in the bin stores. Wrap your waste properly and place it in the appropriate bins provided. Please double bag any waste which may leak. Please do not place your waste on the floor, so as to not attract rodents. If the bins are full and you have problems disposing of your waste please contact enquiries@sspmcl.co.uk

Bin stores are for general household waste and recycling only. Please do not place items such as furniture, bedding, electrical items or DIY waste in the bin stores. CCTV is in operation and if you are found to be disposing of inappropriate waste in the bin stores you will be recharged for its removal. Every effort is made to keep the bin stores secure, but on rare occasions there are times when non-residents manage to gain access. You are advised to take care when disposing of personally sensitive material such as bank statements by shredding personal paperwork.



Parking

Parking is managed and enforced by Norwich Traffic Control. You can contact them directly on **01603 506061** or office@norwichtrafficcontrol.com

Residents have an allocated bay for their property and should clearly display their parking permit. There is a small visitor parking provision at the front of the administration building available on a first come first served basis. To use the visitor parking it's essential you obtain a visitor parking voucher from the caretaker's office.

Council Tax

Your local council is Norwich City Council (NCC). All residents are responsible for payment of their annual council tax bill direct to NCC. Your bill assumes there are at least two adults living in the property. If there is only one adult occupying the property as their main home, there is a 25% reduction. Further details can be obtained from NCC. If you experience difficulties in paying your council tax or have a general enquiry please visit www.norwich.gov.uk/info/20002/council_tax or call **0344 980 3333** for advice.

Signs, Banners & Washing

Residents are reminded of the terms in the lease which relate to the display of For Sale signs and banners. It is not permitted for residents to display any kind of banner or sign on the exterior of their property. This also applies to the hanging of washing over balconies. If a resident is found to be in breach of the lease you will be asked to remove the offending item.



Major Works

Administration Building

The managing agent issued Part 2 notices (referred to as the Statement of Estimates) as part of the Section 20 consultation process to all leaseholders in early January 2017 (prior to residential control) about the proposed major works to the administration building. Now that SSPMCL is in residential control the directors are reviewing the documentation and are planning to arrange a meeting with the Quantity and Building Surveyors. A further update will be provided at the AGM meeting on 29th March 2017. The directors' intention is still to start the works in 2017, however given the proposed costs of the planned works (~£310k) it's sensible the newly appointed directors complete a period of due diligence.



Utilities

All residents are responsible for the payment of their electricity and telephone/broadband bills directly to their utility company. The lease does not restrict which utility provider you use. Electric meters are located in secure cupboards only accessible by the caretaker. Email to meterreading@sspmcl.co.uk to request your reading.



Window Cleaning

Window cleaning is carried out on a quarterly basis. Notices are placed on every noticeboard in each section of the building a few days prior to the windows being cleaned.



Water

Pavilion and Administration Buildings

Water in the Pavilion and Administration buildings is supplied to each property and monitored through bulk meters. SSPMCL manage the meter readings on a monthly basis to ensure any spike in usage is addressed promptly. Property owners pay water charges as part of their service charge. Tenants in a property on the development are therefore required to pay water charges direct to their landlord or letting agent. You do not need to contact Anglian Water to make payment. Your letting agent or landlord will be able to give you further information on this. As the site matures it is normal that water leaks can occur, such as in cisterns or on taps. We ask all residents to be vigilant for water leaks. Dripping taps and cisterns cause waste usage and can greatly increase bills.

Ivory Building

The water to the Ivory Building is supplied to each property though individual meters. Anglian Water manage your meter readings. All property owners/tenants are responsible for paying their water bills direct to Anglian water.



Pets

From time to time we receive complaints regarding the behaviour of some residents' pets. Under the terms of the lease pets are permitted in properties providing they have written consent and do not become a nuisance to other residents.

Scan these QR codes
to get in touch



www.sspmcl.co.uk



enquiries@sspmcl.co.uk



01603 952200