

# St Stephens Pavilion Management Company Ltd

(Company Number: 05053547)

St Stephens Pavilion Management Company Ltd  
c/o Norwich Residential Management Limited, Wherry Road, Norwich. NR1 1WS.

## AGM Minutes 7<sup>th</sup> November 2018 1830hrs

Venue: Chapelfield Methodist Church, Chapelfield Road, Norwich NR2 1SD

### 1. Introductions

Clayton Hudson (CH) Chairman of St Stephens Pavilion Management Company Ltd welcomed everyone and thanked them for their attendance. The other Directors present introduced themselves to the room.

### 2. Attendance

#### Directors

Mr C Hudson – 1 Alexandra House & 14 Leicester House      L Bocking- 254 The Pavilion      Mr J Rollingson - 9 Leicester House  
Mr Griffith - 27 Benjamin Gooch Way

#### Members

B Aitchison - 12 Alexandra House	J & E Pilling - 30 Alexandra House	S Goldser - 16 Leicester House
S Clifton - 24 Leicester House	R Hollinger - 2 The Pavilion	S Bethapudy - 4 The Pavilion
A Younespour - 15 The Pavilion	R Voegeli - 46 The Pavilion	J Woods - 59 The Pavilion
R Phillips - 91 The Pavilion	E Brown - 100 The Pavilion	P Allies - 108 The Pavilion
K Parsley - 129 The Pavilion	G Walley - 137 The Pavilion	J Cooper - 177 The Pavilion
E Rueger - 201 The Pavilion	V Nicholls - 206 The Pavilion	C Ley - 221 The Pavilion
T Batchelor - 244 The Pavilion	D Power - 245 The Pavilion	D Lock - 251 The Pavilion
D Downing - 252 The Pavilion	M Read - 262 The Pavilion	A Douglas - 274 The Pavilion
Mr & Mrs Wilkinson - 279 The Pavilion	K Varney - 280 The Pavilion	J Willcox - 287 The Pavilion
S Wright - 21 & 35 Benjamin Gooch Way	D Griffith - 27 Benjamin Gooch Way	Mr & Mrs Betts - 45 Benjamin Gooch Way
D Betts - 46 Benjamin Gooch Way		

#### Apologies

Dr & Mrs Young – 50 The Pavilion	Mr J Atkinson - 71 The Pavilion	Mr & Mrs Hutton – 90 The Pavilion
Mr & Mrs Jackson - 125 The Pavilion	Mr & Mrs Cullum - 142 The Pavilion	A Page - 210 The Pavilion
Mr Rickenback - 223 The Pavilion	Mr & Mrs Ireson – 243 The Pavilion	Miss P Field – 250 The Pavilion
Mr & Mrs Mason - 253 The Pavilion	Mr & Mrs Roe - 284 The Pavilion	Mr & Mrs Dearmun 288 The Pavilion
Dr & Mrs Young – 23 Benjamin Gooch Way		

#### Proxies to Chairman (notified in writing 48hrs in advance of the meeting)

Mr & Mrs Jackson - 125 The Pavilion

### 3. Approval of Previous Minutes

The minutes of the previous meeting held on 1<sup>st</sup> November 2017 (2017 AGM) were approved (available on SSPMCL website).

**Proposer:** C Ley - 221 The Pavilion

**Seconder:** J Willcox - 287 The Pavilion

**All in favour (unanimous)**

### 4. Appointment / Composition of the Board of Directors

CH explained that David Griffith seeks election to the Board – has served as a co-opted member since 19th February 2018

**Proposer:** Mr J Rollingson - 9 Leicester House

**Seconder:** L Bocking- 254 The Pavilion

All in favour:

CH went on to explain to those present that 1/3 Directors must retire and seek re-election to the Board as per the Memorandum and Articles of Association of the Company. Mr J Rollingson & Miss P Field have resigned and are seeking re-election this year.

**Proposer:** K Varney - 280 The Pavilion

**Seconder:** L Bocking- 254 The Pavilion

**All in favour (unanimous)**

### 5. To approve the Directors' remuneration (£nil) as proposed by the Directors

CH explained that all the Directors are volunteers and therefore receive £nil remuneration.

**Proposer:** J Willcox - 287 The Pavilion

**Seconder:** P Allies - 108 The Pavilion

**All in favour (unanimous)**

## **6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.17**

CH explained that St Stephens Pavilion Management Company Ltd files Dormant company accounts to Companies House as Service Charge income is outside the remit of company turnover. The Company accounts for 2017 were submitted and accepted by Companies House on 20th March 2018.

Management accounts for the Service Charges were produced by Sexty & Co and the accounts for this period were sent to all members within 6 months of the financial year end and will be discussed separately under item 8.1

**Proposer:** C Ley - 221 The Pavilion

**Secunder:** J Willcox - 287 The Pavilion

**All in favour (unanimous)**

## **7. To appoint Accountants for the 2018 Service Charge year and to authorise Directors to agree their remuneration**

The Directors wish to continue to use Sexty & Co, a local accountancy firm whom they can meet with face-to-face and has delivered a cost saving of approximately £1000 per annum to all members.

**Proposer:** P Allies - 108 The Pavilion

**Secunder:** K Varney - 280 The Pavilion

**All in favour (unanimous)**

## **8. To transact any other business**

### **8.1 Service Charge Accounts for Years ending 31.12.17**

CH explained that for the period ending December 2017 there was an overall surplus of £231

In Summary in 2017:

Service Charge Income from members was £367,913

Total Expenditure was £367,682

CH explained that those members who may have scrutinised the accounts may have observed that as of 31<sup>st</sup> December 2017, the Reserve Fund account balance was £164,368. This figure included the major works expenditure of £172,994 spent on the Administration Building in the second half of 2017.

### **8.2 Major Works – Repairs & Redecoration completed to the Administration building & Ivory Building**

#### **2017 Administration Building – Major Works**

Following a retender process in Summer 2017, major works were authorised by the Directors for £179,427.91 (down from ~£310k proposed by RMG). This schedule of works included repairs and redecoration to the Administration Building as well as the 4 pepper pots that form part of the main building. Work started in late August 2017 and was completed before Christmas 2017.

#### **2018 Ivory Building – Major Works**

Following a tender process in Spring 2018, major works were authorised by the Directors for £28,409.10. This schedule of works included repairs and redecoration to the Ivory Building as well as cladding cleaning. Work started in late August 2018 and was completed in late October 2018.

### **8.3 2019 Service Charge Update**

The Directors have discussed and considered a draft budget for 2019 at their October Directors meeting.

As background:

2017 Budget (RMG agreed budget) was £539,713.00 which was a 21.6% increase from 2016.

2018 Budget of £479,742 which is a £59,971 decrease of ~11%

2019 Budget of £471,157 which is a £8,585 decrease of ~1.8%

A helpful comparison table was circulated to members to show the Service Chares per flat type since 2015. This will be made available to all members via the NRM portal.

### **8.4 Visitor Parking Update**

The visitor parking rules and regulations we modified in May 2018. 24hr Visitor Scratch Cards were introduced from 4<sup>th</sup> June 2018 and the old-style vouchers were phased out on 3rd September 2018. The costs of administering the scheme coupled with a small minority of residents abusing the scheme to park 2nd vehicles and the need to refurbish the visitor car park were the driving factors. Income (minus costs) will be used initially to offset costs for the car park repairs.

A small number of complaints (~10 complaints) over the changes were made by residents. The Directors held a surgery on 13<sup>th</sup> September 2018 and then discussed this in more detail at a Directors meeting on 8<sup>th</sup> October 2018. The Directors then asked NRM to modify the scheme.

As a result, a further communication on visitor parking provisions was sent to all residents on Thursday 1<sup>st</sup> November 2018.

In summary the visitor parking provision is as follows:

- The 60 24hr Visitor Parking Scratch Card Limit has increased to 90 Scratch Cards per annum.

- A new up to 4hrs visitors parking provision (operated by parking permit and clock) costing £24 for 12 months (i.e. £2 per month) will be introduced.
- Long Stay Visitor Parking. To give more flexibility the booking of Long Stay Bays will be changed to allow bookings from 3 to 7 days for £2 per day. This is restricted to 2 bays within the carpark. The calendar will advise whether bays are available. Provision increased to 21 days per year per property. Bookings will be manually checked by NRM before they are authorised.
- Carer Parking Permits - Carers' parking permits will be issued if residents meet certain criteria. The carer's permit entitles the parking of the carer's vehicle for those residents living within The Pavilion, Administration or Ivory Buildings who require constant help in the provision of their care, whether from family, friends or professional carers. In the first instance, resident to contact NRM to discuss requirements.
- Contractor Parking - Commercial sign-written contractor vans can park in the visitor parking bays to the front of the Admin Building without displaying a visitor permit from 7am-7pm Mon-Fri.

## 8.5 Update on major activities of SSPMCL over the past 12 months (since the last AGM)

### Water Metering / Billing

A short update on bulk meter readings for water over 1 whole year with all 3 meters working correctly:

AW Water Meter Location	Admin	Section1-3	Section 4-5
1 <sup>st</sup> May 2017	4321	14300	79
30 <sup>th</sup> Apr 2018	5310	26898	4394
1-year usage	989	12,598	4315
<b>Total Usage</b>	<b>17,902 m3</b>		
<b>Total Cost @ £3.20 m3</b>	<b>£57,286.40</b>		
<b>Cost per Apt / 289</b>	<b>£198.22</b>		

### Steve Ryan

The current Directors very much value the contribution that Steve makes to St Stephens Pavilion MCL and the residents who live there.

### Pets (Consent)

Article on SSPMCL website and in Summer Newsletter regarding Lease condition and the need to seek formal consent for animals. For the avoidance of doubt the Company (St Stephens Pavilion MCL) will not provide consent without Leaseholder submitted consent documentation via NRM (as Managing Agent).

### Pest Control (Pigeons)

NRM and the local pest control contractor continue to manage the pigeon population with additional spiking to ledges, working with Leaseholders to net balconies and the wires that have been installed to the pepper pots to the front and rear of the building.

### Carpets

Lobbies, Atrium and 2 Wings have been replaced.

### Secure Cycle Storage

New secure storage area new gates will be introduced before Christmas 2018. There will be CCTV coverage and access control to restrict access to residents with bikes.

### Vehicle Gates (Noise)

Replacement motors being provided FOC. Current motors being sent for analyse / repair.

## 9. AOB

### Christmas Drinks Thursday 13<sup>th</sup> December 2018

CH confirmed there will be a Christmas Drinks / Snacks evening on 13<sup>th</sup> December 2018 @ 1830hrs in the large Board Room in the Administration Building. Why not come and meet your neighbours, celebrate the start of the festive season and enjoy a few drinks and snacks. RSVP by 10<sup>th</sup> December 2018.

### Living in harmony and respecting one's neighbour (Low Level ASB)

CH explained that NRM take resolving ASB behaviour / noise very seriously and work with Leaseholders, tenants, Lettings Agents and, in some cases, the local authority to resolve such issues. CH stated the need to need to log and to raise an enquiry directly with Norwich City Council as the statutory body involved They have a dedicated team to resolve issues such as noise nuisance. More information here [https://www.norwich.gov.uk/info/20306/noise\\_nuisance](https://www.norwich.gov.uk/info/20306/noise_nuisance)

The members present thanked the Directors of SSPMCL for their continued work during 2018.

CH concluded the meeting by thanking all for their attendance and confirmed the next AGM will be in November 2019 and by reminding members that directors are keen to hear your views on the direction of the development and how you feel our community can be improved. You can continue to contact them directly via email [enquiries@sspmcl.co.uk](mailto:enquiries@sspmcl.co.uk) or our website [www.sspmcl.co.uk](http://www.sspmcl.co.uk)

To contact the Managing Agent directly call 01603 670050 or [sspmcl@nrmltd.co.uk](mailto:sspmcl@nrmltd.co.uk) or their website [www.nrmltd.co.uk](http://www.nrmltd.co.uk)

**Meeting closed at 19:25hrs**