

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 1st November 2017 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. CH also introduced Sarah Recchi (NRM Accounts / Administration manager) who will be assisting with meeting minutes.

2. Attendance

Directors

Mr J Atkinson - 71 The Pavilion
Miss P Field – 250 The Pavilion
Mr J Rollingson - 9 Leicester House
Mr C Hudson – 1 Alexandra House & 14 Leicester House

Members

Mr B Aitchison - 12 Alexandra House	Mr & Mrs Tooley - 19 Leicester House	Mrs B Everitt - 32 Leicester House
Mr & Mrs Wecki - 3 The Pavilion	Ms S Bethapudy - 4 The Pavilion	Mrs A Hubbard - 18 The Pavilion
Mr R Freshwater - 58 The Pavilion	Mr J Woods - 59 The Pavilion	Ms L Adams - 61 The Pavilion
Mr J Dawson - 70 The Pavilion	Mrs J Atkinson - 71 The Pavilion	Mr Phillips - 91 The Pavilion
Mr & Mrs Self - 104 The Pavilion	Mr & Mrs Allies - 108 The Pavilion	Mr & Mrs Jackson - 125 The Pavilion
Ms Walley - 137 The Pavilion	Mr & Mrs Cullum - 142 The Pavilion	Mr & Mrs Varnier - 149 The Pavilion
Mr J Cooper - 177 The Pavilion	Ms S Jermy - 191 The Pavilion	Mr & Mrs Rueger - 201 The Pavilion
Mr & Mrs March - 207 The Pavilion	Mrs A Page - 210 The Pavilion	Mr & Mrs Ley - 221 The Pavilion
Mr M Rickenback - 223 The Pavilion	Mr & Mrs Batchelor 244 The Pavilion	Mr D Power - 245 The Pavilion
Mr & Mrs Mason - 253 The Pavilion	Mr & Mrs Bocking - 254 The Pavilion	Ms J Hood - 257 The Pavilion
Mr M Reed - 262 The Pavilion	Ms A Douglas - 274 The Pavilion	Mr & Mrs Saunders -278 The Pavilion
Mr & Mrs F Wilkinson - 279 The Pavilion	Rev & Mrs Varney - 280 The Pavilion	Mr & Mrs Roe - 284 The Pavilion
Mrs J Willcox - 287 The Pavilion	Mrs S Wright - 21 Benjamin Gooch Way	Mr & Mrs Griffith - 27 Benjamin Gooch Way
Mrs S Wright - 35 Benjamin Gooch Way	Mr & Mrs Self - 44 Benjamin Gooch Way	Mr & Mrs Betts - 45 Benjamin Gooch Way
Mr D Betts - 46 Benjamin Gooch Way		

Apologies

6 Alexandra House	13 Alexandra House	2 Leicester House
16 Leicester House	20 Leicester House	27 Leicester House
33 Leicester House	39 The Pavilion	50 The Pavilion
67 The Pavilion	74 The Pavilion	153 The Pavilion
186 The Pavilion	188 The Pavilion	189 The Pavilion
190 The Pavilion	247 The Pavilion	252 The Pavilion
266 The Pavilion	285 The Pavilion	23 Benjamin Gooch Way

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

20 Leicester House	26 The Pavilion	252 The Pavilion
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3. Approval of Previous Minutes

The minutes of the previous meetings held on 29th March 2017 (2016 AGM) were approved (available on SSPMCL website).

Proposer: Mr & Mrs Bocking - 254 The Pavilion

Secunder: Mrs J Willcox - 287 The Pavilion

All in favour (unanimous)

4. Appointment / Composition of the Board of Directors.

CH explained to those present that the 4 Directors present were elected at EGM on 11th January 2017. Directors are currently meeting monthly for between 2hrs to discuss ongoing business. 2 long standing members of the Steering Committee Kate Varney & Laura Bocking have attended and observed Board meetings

One additional director nominations were submitted prior to this AGM meeting.

CH explained that Laura Bocking seeks election to the board.

Laura introduced herself and explained to members why she wished to join the board.

Proposer: Mr C Hudson – 1 Alexandra House & 14 Leicester House

Seconder: Miss P Field – 250 The Pavilion

All in favour (unanimous)

CH explained to those present that 1/3 Directors must retire & seek re-election to the Board as per the Memorandum and Articles of Association of the company.

Clayton Hudson & Jim Atkinson have resigned and seeking re-election this year.

Proposer: Mr J Rollingson - 9 Leicester House

Seconder: Miss P Field – 250 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: Mr Ley - 221 The Pavilion

Seconder: Mrs Varney - 280 The Pavilion

All in favour (unanimous)

6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.16.

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 2016 were submitted and accepted by Companies House on 13th February 2017.

Management accounts for service charges are produced by Sixty & 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: Mr Ley - 221 The Pavilion

Seconder: Miss P Field – 250 The Pavilion

All in favour (unanimous)

7. To appoint Accountants for the 2017 Service Charge year and to authorise Directors to agree their remuneration.

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

Proposer: Mrs Mason - 253 The Pavilion

Seconder: Mrs Varney - 280 The Pavilion

All in favour (unanimous)

8. To transact any other business.

8.1 Service Charge Accounts for Years ending 31.12.16

CH explained that for the period ending December 2016 there was an overall surplus of £1,009.

In Summary in 2016

Income from members was £445,453

Total Expenditure was £444,444.00

CH explained that those members who may have scrutinised the accounts may have observed

Bad Debts £6,069 (Persimmon Homes 2009-10 Water)

Increase in accruals (mainly due to Anglian Water billing issues)

As of 31 December 2016 the reserve account balance was £133,262 up from £96,735 in 2015.

Proposer: Mrs Bocking - 254 The Pavilion

Seconder: Mr Ley - 221 The Pavilion

All in favour (unanimous)

8.2 Major Works – Repairs and Redecoration to the Administration Building

As background this work should have been completed in 2013 and again in 2017.

SSPMCL previous Directors (Persimmon / Charles Church) and RMG started the formal Section 20 process in 2016, with the 2nd formal Part 2 Notice being sent to members in January 2017 with their 2017 Service Charge Invoice.

In summary the overall cost for works quoted was ~£310k

As we reported at the AGM in March, a period of due diligence was completed including reviewing the companies reserves position. Work was completed to retender the proposed work to local contractors to provide a comparison to Directors.

Because of the retender the directors authorised the resubmission of S20 Part 2 Notice being sent to members in July 2017 for a total cost of £179,427.91

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 & is due to be completed before Christmas.

8.3 2018 Service Charge Update

Directors have discussed and considered a draft budget for 2018 at their September & October director meeting.

As background RMG 2017 Budget was £539,713.00 which was a 21.6% increase from 2016.

Directors have agreed the 2018 Budget of £479,742 which is £59,971 decrease ~11%

When members received their 2018 invoices in December 2017 the total amount may seem higher than your 2017 invoices as explained previously RMG returned surpluses to members from reduced water expenditure and the release of water accruals during the 2016 accounting period which as a result reduced the total amounts payable. This will be explained in the cover letter and following the change of managing agents for 2018 members will be able to pay their service charge by monthly direct debit (at no additional cost)

A question of clarification was asked on Ground Rent, CH explained that Ground Rent demands will be from Beazer Homes (Persimmon Home). At present these invoices will be issued by RMG (as Persimmon's agent). Ground rent are due in full on or before 1st January each year. CH also explained that ground rent increases by approximately £100 every 10 years.

8.4 Update on major activities of SSPMCL over past 6 months (since 29 Mar 17 AGM)

Water Metering / Billing

As per the update at the March AGM, Directors were aware that the reason for reduced water expenditure is because approximately 40% of the flats are being supplied with water unmetered (and as a result unbilled). Directors have worked and resolved this issue as a matter of urgent priority. From March 2017 SSPMCL has been correctly billed for water bulk supplied to the Pavilion & Administration Buildings.

A member present asked a question of clarification about water testing. CH explained in the four pumping stations where water is stored (to pump at pressure) the tanks are cleaned and samples taken on a regular basis and the tanks have external temperature monitoring to ensure temperature of stored water does not exceed 20 Degrees Celsius. CH stated that Legionella Risk Assessment should be completed by all landlords. Legionella Risk Assessments should be reviewed by a competent person regularly (at least once a year).

Change of managing agent

Directors issued an open letter on 19th June 2017 explaining the change in managing agent effective 1st July 2017.

As stated we as directors are working with NRM to deliver savings, where possible without compromising the services to the development, going forward into this year and beyond.

The priority has been to move forward the repairs & redecoration to the Administration Building

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 us via email enquiries@sspmcl.co.uk or our website www.sspmcl.co.uk

Steve Ryan

CH also made members aware that Steve Ryan the much-valued cleaner/caretaker is now self-employed sub-contractor to SSPMCL this change occurred on 1st October 2017. As a result of this change the directors have been able to formalise & standardise cover for Steve when he takes holiday or is ill. It has also allowed Steve to receive well-earned increase in salary however the changes will have no financial impact to members of SSPMCL.

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

Pest Control (Pigeons)

Directors / NRM and the newly appointed (June 2017) local pest control contractor is working to resolve long term issues with pigeon population. Included additional spiking to ledges, working with leaseholder to net balconies & to install wires as part of the major works to the pepper pots to the front and rear of the building.

A member raised concerns about pigeon infestation on balcony in section 2 (214 The Pavilion). Directors to discuss and revert to managing agent.

9. AOB

Fire Regulations / Risk Assessments

CH confirmed SSPMCL complies with all building and fire regulations for the development. Yearly Risk Assessments are completed by an external professional body and directors and managing agent act on the findings. The director and NRM have worked with Norfolk Fire & Rescue following the terrible fire in Grenfell (West London, June 2017) and has ensure all documentation and procedures are up to date. CH confirmed the Premises Information Box have been reviewed and site information, codes, keys, fobs & information on vulnerable persons / individuals requiring assistance updated.

A member raised concerns on smoking IVO of Ivory Building & homeless / drug usage IVO Chapel / Section 5. Directors to discuss and revert to managing agent.

Pets (Consent)

Notices erected on Notice Boards and at entrance to Admin Building to explain lease condition following a request by the Freeholder. Article on SSPMCL website and in future newsletter. As a result some requests for consent (house cats) have been submitted and approved.

However, for the avoidance of doubt, the Company (St Stephens Pavilion MCL) will not provide consent for any dog or other animal where access is required via the communal entrance ways / corridors etc.

Windows / Balconies

A gentle reminder not to place or fix bird feeders / window boxes / flower pots or other articles without written consent. Likewise, not hang washing / clothing or advertisement signs / notices (estate / letting agent boards)

Community Heartbeat Defibrillator

CH confirmed that SSPMCL had been successful in sourcing a community defibrillator to be installed at The Pavilion. More information will be provided to residents in newsletter / communications in the coming weeks and a voluntary training session will be held in a board room

Christmas Drinks Thursday 14th December 2017

CH confirmed there will be a Christmas Drinks / Snacks evening on 14th December 2017 @ 1830hrs in Large Board Room in the administration building. Why not come and meet your neighbours and celebrate the start of the festive season and enjoy a few drinks and snacks.

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 case the local authority to resolve such cases. CH stated the need to need a 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

Smart Metering (Electric Meters)

A member present raised that he was unable to have a smart meter installed because of the location of meter cupboards. CH confirmed that the location of the meter cupboards in the basement make installation of smart meter not possible given current technology. This isn't a problem unique to the pavilion and metering providers will have to come up with a solution for communal meter cupboards across the county.

Ivory Building (Benjamin Gooch Way) Service Charges

A member present raised concerns on Ivory Building Service Charges. CH explained the directors have reviewed the breakdown of the Ivory Service Charges at their March 2017 Directors' meeting. The increases are due to poor and incomplete budgeting across the previous years by RMG since occupation and this is something that the Directors hope to be able to address in the 2018 Service Charge. CH did remind members present given the size of the building (much smaller than Pavilion) and its Grade 2 element the service charges will always be higher than the new build Pavilion properties.

Grounds Maintenance / Planters

Members acknowledged the improved service, a member raised an issue about the 2 planters to the front of the Administration Building, many members present didn't like the large planters (size / appearance). It was agreed the directors will discuss the issue and further discussion / consultation at the Christmas Drinks Thursday 14th December 2017

Bathrooms Maintenance

A member raised the subject of over tiling in Bathroom and difficult to rear noisy pipework / toilets / cisterns. The reasons some leaseholders have not resolved such issues are that the toilet cisterns are boxed in. CH explained that toilet maintenance does not fall under the management companies' demise and such individual leaseholders will need to resolve themselves or instruct a local plumber. Directors agreed to discuss and revert to managing agent whether some further information can be sent to leaseholders.

Hot Water Cylinder Servicing

A member present had asked for the subject of Hot Water Cylinder Servicing to be raised. CH explained under the manufacturer's warranty requirements and general recommendations they advise hot water tanks should be Serviced Annually (to maintain the warranty and test the safety functions). Maintenance should be carried out by a competent person (holding an Unvented Domestic Hot Water Storage systems certificate).

Manufacturer's recommendations are: (Please note the whole tank has to be drained to complete the service)

- Descaling Immersion Heaters (This will prolong the life of the elements and reduce electric consumption)
- Removing limescale from bottom of tank (Prolong the life of the tank & reduce Legionella growth)
- Check operation of safety valves
- Check the strainer & pressure reducing valves and re-pressurising vessel
- Inspecting the electrical systems (timers / wiring etc)

The members present thanked the Directors of SSPMCL for their continued work during 2017.

CH concluded the meeting by thanking all for their attendance and confirmed the next AGM will be in October/November 2018 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 or our website www.sspmcl.co.uk

To contact the managing agent directly call 01603 670050 or sspmcl@nrmltd.co.uk or there website www.nrmltd.co.uk

Meeting closed at 2003 hrs