

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 December 2021 1900hrs

Venue: Held online via Zoom Video Conferencing

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

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

Members

M Spurgeon - 14 The Pavilion	D Power – 45 The Pavilion	R Jefferies – 76 The Pavilion
G Jones – 77 The Pavilion	L Hillman – 78 The Pavilion	D Ling – 96 The Pavilion
S Carpenter – 100 The Pavilion	N Carpenter - 151 The Pavilion	M Hawes - 190 The Pavilion
T & K Batchelor - 244 The Pavilion	D Lock - 251 The Pavilion	P Faulkner - 266 The Pavilion
K Brewster - 271 The Pavilion	P Dye - 274 The Pavilion	J Willcox - 287 The Pavilion
C & P Dearmun - 288 The Pavilion	D Griffith - 27 Benjamin Gooch Way	R White – 23 Leicester House
H Andrews – 26 Leicester House		

Apologies

J Atkinson - 71 The Pavilion	P Allies - 108 The Pavilion	P & K Varney - 280 The Pavilion
B Roe - 284 The Pavilion	The Pennoyer Centre – 13 Alexandra House	D Howlett – 30 Leicester House

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

B Aitchison – 12 Alexandra House

3. Approval of Previous Minutes

The minutes of the previous meeting held on 2nd December 2020 were approved (available on SSPMCL website).

Proposer: J Rollingson - 9 Leicester House

Second: G Jones – 77 The Pavilion

Agreed

4. Appointment / Composition of the Board of Directors

Notes:

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. Clayton Hudson has resigned and is seeking re-election this year.

Proposer: G Jones – 77 The Pavilion

Second: J Rollingson - 9 Leicester House

Agreed

The Directors encourage anyone interested in becoming a director to attend at least two Director meetings so that they may understand the nature of the work being done. If anybody is interested in being a Director, then in the first instance speak to a current Director or email the Managing Agent sspmcl@nrmltd.co.uk

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: G Jones – 77 The Pavilion

Second: J Willcox - 287 The Pavilion

Agreed

6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.20

CH explained that St Stephens Pavilion Management Company Ltd files dormant micro company accounts to Companies House as Service Charge income is outside the remit of company turnover. The Company accounts for 2020 were submitted and accepted by Companies House on 26th May 2021.

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: G Jones – 77 The Pavilion

Seconded: C Dearmun - 288 The Pavilion

Agreed

7. To appoint Accountants for the 2021 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 £1,000 per annum to all members.

Proposer: K Brewster - 271 The Pavilion

Seconded: C Dearmun - 288 The Pavilion

All in favour (unanimous)

8. To transact any other business

8.1. Service Charge Accounts for the year ending 31.12.20

CH explained that for the period ending December 2020 there was an overall deficit of £8,516

In Summary in 2020:

Service Charge Income (excluding Ground Rent) from members was £423,679

Total Expenditure (excluding Ground Rent) was £432,195

The deficit is due to the recent COVID19 pandemic, with more people working from home, meaning that water consumption increased by approximately 20% for those living in the Pavilion and Admin Buildings.

CH explained that those members who may have scrutinised the accounts may have observed that as of 31st December 2020, the Reserve Fund account balance was £195,679 (31st December 2019 £164,665)

8.2. 2021 Service Charge Update

The Directors have discussed and considered a draft budget for 2022 at their September & November 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 an £8,585 decrease of ~1.8%

2020 Budget of £479,702 which is an £8,545 increase of ~1.8%

2021 Budget of £523,105 which is an £43,403 increase of ~9%

2022 Budget of £548,353 which is an £25,248 increase of ~5%

The 3 main areas for budgetary increases are Water (properties in The Pavilion), Insurance and Utilities (Gas and Electric)

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

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

Newsletter / e-Newsletter

Winter 2021 Newsletter (including an electronic version) circulated to all residents and Leaseholders in November 2021

Electronic Copy available here <https://www.sspmcl.co.uk/wp-content/uploads/2017/01/SSPMCL-Newsletter-Autumn21.pdf>

Parcel Lockers

Installed in The Pavilion atrium in June 2020, to date > 10k parcels have been stored and collected. Helpful News article on SSP website here <https://www.sspmcl.co.uk/2020/11/14/parcel-lockers/> and flyer here <https://www.sspmcl.co.uk/wp-content/uploads/2017/01/SSPMCL-Parcel-Locker-Leaflet-Web.pdf>

Building Fire Safety / Cladding / EWS1

In early September 2020, the Directors agreed to instruct a Fire Safety contractor to inspect the building and produce a report and EWS1 documentation. The inspection was completed during November 2020, with the contractor's final reports issued in January 2021. The report concluded that the cladding/curtain walling system (the blue/grey panels on the top sections of the building) does not require any remedial action. The only suggested remediation was to the 32 balconies within the garage area that pose a risk to the occupants. These could be both from the risk of a car fire, from a fire breaking out onto a balcony or from an ignition source on a balcony itself. In addition, the stacked nature of the balconies could provide a risk of vertical fire spread. As such, the eight groups of these balconies are in the process of having their timber decking replaced. The project started in the summer and was completed in Mid-November 2021. Persimmon (as the developer) have repaid the costs associated with the EWS1 reports and the balcony replacement project in full.

Disability Access to Administration Building

The installation of the disability access ramp to the front of the Pavilion Building was completed in Spring 2021.

Water Ingress

Over the past year NRM have worked through a whole host of issues with the building fabric, some have caused inconvenience to residents for which we apologise however the scaffold and works have been necessary to resolve some long-standing issues.

Car Park Vehicle Gates

A Speed Indicator Device (SID) was installed at the entrance to the car park to accurately measure the speed of oncoming vehicles,

displaying this value to the driver. Drivers are reminded the speed on Thomas Wyatt Close is 20mph. A SID is considered cost-effective compared to road humps, chicanes, and other more expensive measures, with noise and nuisance being totally absent.

Secure Cycle Storage

A secure storage facility is available - it has additional CCTV coverage and access control to restrict access to residents with bikes.

Office Opening Hours

Steve Ryan the onsite cleaner / caretaker has dedicated times when he is available to arrange meter readings, discuss parcel collection lockers / visitor parking or to have a chat. The opening hours of the office (at the front of Administration Building) are as follows: Tuesdays and Thursdays: 8:30am to 9:00am Saturdays: 10.30am to 11.30am You can also leave a note asking questions in the post box outside of the office door or email: office@sspmcl.co.uk and/or: sspmcl@nrmltd.co.uk

Steve Ryan

The current Directors very much value the contribution that Steve makes to St Stephens Pavilion MCL and the residents who live there. As a token of appreciation, the Directors have given Steve a £750 bonus for his efforts during 2020.

Visitor Parking

- 4hrs visitors parking provision (operated by parking permit and clock) costing £24 for 12 months has been extended until January 2022
- Carer Parking Permits - Carer 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.

Pets (Consent)

As per the article on the SSPMCL website, residents 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).

Operational Day to Day Issues

If you notice any problems in the communal areas, please report them to us as soon as possible via email ideally with a picture to sspmcl@nrmltd.co.uk or their website www.nrmltd.co.uk

Living in harmony and respecting one's neighbours (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 log and 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

9. AOB

2 members asked about Electric Charge Points. It was explained that currently the risk of fire from charging of batteries (unattended) was a limiting factor (from a fire safety / building insurance standpoint) as was the current electrical supplies to the building (capacity). At present the company has no plans to move forward on electric vehicle charging.

J Willcox - 287 The Pavilion asked for an update about the pictures that are along the walls of the lobby way (asked at 2020 AGM). CH confirmed project in hand and new pictures should be in place by early 2022.

Several members present asked questions specific to their properties (consent, secondary glazing, toilet fill values, warranty claims, renovating bathrooms). CH encouraged everyone present to email sspmcl@nrmltd.co.uk for queries relating to their properties and day to day operational matters.

Note: Christmas Drinks (normally in December) postponed until 2022 in light of COVID-19 restrictions on gatherings

Several members present thanked the Directors of SSPMCL for their continued work during 2021.

CH concluded the meeting by thanking all for their attendance and confirmed that the next AGM will be in November/December 2022 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

Meeting closed at 2008hrs