

# **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 2<sup>nd</sup> December 2020 1900hrs**

**Venue: Held online (in light of COVID-19 restrictions on gatherings) 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**

Mr C Hudson – 1 Alexandra House & 14 Leicester House      Mrs L Bocking- 254 The Pavilion      Mr J Rollingson - 9 Leicester House  
Mr D Griffith - 27 Benjamin Gooch Way      Mr J Atkinson - 71 The Pavilion

#### **Members**

M Spurgeon - 14 The Pavilion	B Edney - 38 The Pavilion	M Power - 65 The Pavilion
E Brown - 100 The Pavilion	E Varnier - 149 The Pavilion	N Carpenter - 151 The Pavilion
M & S Hawes - 190 The Pavilion	E Rueger - 201 The Pavilion	A Sanchez - 212 The Pavilion
H Creed - 223 The Pavilion	T & K Batchelor - 244 The Pavilion	D Power – 45 The Pavilion
D Lock - 251 The Pavilion	N Bocking - 254 The Pavilion	A Douglas - 274 The Pavilion
P Snelling - 278 The Pavilion	P & K Varney – 280 The Pavilion	B Roe - 284 The Pavilion
J Willcox - 287 The Pavilion	C & P Dearmun - 288 The Pavilion	G Henderson - 289 The Pavilion
D Griffith - 27 Benjamin Gooch Way	N Pike – 20 Leicester House	H Andrews – 26 Leicester House

#### **Apologies**

P Allies - 108 The Pavilion      The Pennoyer Centre – 13 Alexandra House      D Howlett – 30 Leicester House

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

None

### **3. Approval of Previous Minutes**

The minutes of the previous meeting held on 6<sup>th</sup> November 2019 (2019 AGM) were approved (available on SSPMCL website).

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

**Seconder:** J Rollingson - 9 Leicester House

**Agreed**

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

Notes:

Penny Field - a founding residential Director and long-standing member of the residents steering committee sadly passed away in Spring 2020. Bill Roe - a long-standing member of the residents steering committee and Director stood down from the Board. 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](mailto: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:** N Pike – 20 Leicester House

**Seconder:** B Edney - 38 The Pavilion

**Agreed**

### **6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.19**

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 2019 were submitted and accepted by Companies House on 15th May 2020.

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:** B Edney - 38 The Pavilion

**Seconder:** J Rollingson - 9 Leicester House

**Agreed**

## **7. To appoint Accountants for the 2020 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:** J Atkinson - 71 The Pavilion

**Seconder:** N Pike – 20 Leicester House

**All in favour (unanimous)**

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

### **8.1. Service Charge Accounts for the year ending 31.12.19**

CH explained that for the period ending December 2019 there was an overall surplus of £494.

In Summary in 2019:

Service Charge Income (excluding Ground Rent) from members was £376,666

Total Expenditure (excluding Ground Rent) was £376,172

CH explained that those members who may have scrutinised the accounts may have observed that as of 31<sup>st</sup> December 2019, the Reserve Fund account balance was £164,665

### **8.2. 2021 Service Charge Update**

The Directors have discussed and considered a draft budget for 2021 at their October and 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%

The 3 areas for budgetary increases is Water (properties in The Pavilion), General Repairs & Maintenance & Buildings Insurance

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 2020 Newsletter (including an electronic version) circulated to all residents and Leaseholders in November 2020

Electronic Copy available here <https://www.sspmcl.co.uk/wp-content/uploads/2017/01/SSPMCL-Newsletter-Autumn20.pdf>

#### **Parcel Lockers**

Installed in The Pavilion atrium in June 2020, to date 2558 parcels stored and collected (~25 parcels per day). Increasing month on month. 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, the Directors unanimously agreed to instruct a Fire Safety contractor to inspect the building and produce the report and EWS1 document. The inspection was completed during the week commencing 2nd November 2020. The contractors draft report (final report due in 4-6wks) concludes the building is in good health and they see no reason to remediate the curtain walling found on the building. The only suggested remediation is the balconies above the garage (timber deck), due to the stacked nature and cars below. Directors will discuss once the final report is issued and will revert to Leaseholders affected.

Leaseholders should be aware that this is an additional expenditure (not budgeted for in 2020) and will result in a Service Charge deficit, which will be collected when the 2020 accounts are complete in early 2021.

#### **Disability Access to Administration Building**

Following the approval of a recent planning application with Norwich City Council, the Directors of the Management Company unanimously agreed to proceed and install a ramp to the front of the Administration Building. It was agreed the installation of the ramp and benefit to residents outweighed the harm to the building from a cosmetic and historical standpoint.

#### **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**

At a recent Directors' meeting, the Directors unanimously agreed to continue the automatic opening of the Pavilion Car Park Gates: Monday to Friday mornings: 7.30am to 9.00am, and evenings: 4.30pm to 6pm. This is to reduce the wear and tear on the gates. Residents should be aware, for car insurance purposes, the car park is defined as a residential car park and not a locked compound.

#### **Electric Charge Points**

Electric vehicles are growing increasingly more common and will likely become a norm across the car industry. We will have a problem with the retro fitting of charging points to allocated car parking spaces. The Directors have not currently made a decision and will further consider the matter. We have asked fire safety consultants their opinion regarding the car charging, as part of the wider Fire Safety Inspection as it will substantially change the risk and have also asked the building insurers their opinion, as part of a scheduled revaluation. This information will be fed into a wider discussion over the coming weeks and months.

### **Pest Control (Pigeons)**

NRM and the local pest control contractor continue to manage the pigeon population, this is a year-round activity.

### **Secure Cycle Storage**

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](mailto:office@sspmcl.co.uk) and/or: [sspmcl@nrmltd.co.uk](mailto: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 - 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.

### **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](mailto:sspmcl@nrmltd.co.uk) or their website [www.nrmltd.co.uk](http://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](https://www.norwich.gov.uk/info/20306/noise_nuisance)

## **9. AOB**

N Pike – 20 Leicester House raised an issue on Pedestrian / Bike pathway and vehicles coming out of car parking and whether some additional signage / warning could be installed. It was agreed there was potential for an issue and the Directors would discuss and revert. A member also mentioned about having additional 5mph signage in the car park.

J Willcox - 287 The Pavilion raised about the pictures that are along the walls of the lobby way and how the modern art is not right for the building. Members present agreed, a group of interested members are going to explore finding old photographs of the building and have them displayed instead.

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](mailto:sspmcl@nrmltd.co.uk) for queries related to their properties and day to day operational matters.

### **Note Christmas Drinks (normally in December) postponed until 2021 in light of COVID-19 restrictions on gatherings**

A number of members present thanked the Directors of SSPMCL for their continued work during 2020.

CH concluded the meeting by thanking all for their attendance and confirmed that the next AGM will be in November/December 2021 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)

**Meeting closed at 2022hrs**