

# **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 30<sup>th</sup> November 2022 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      J Atkinson - 71 The Pavilion      J Rollinson - 9 Leicester House  
D Griffith - 27 Benjamin Gooch Way

#### **Members**

|                                 |                                    |                                     |
|---------------------------------|------------------------------------|-------------------------------------|
| Mr & Mrs Wecki – 3 The Pavilion | F Porter – 72 The Pavilion         | D Bardsley – 114 The Pavilion       |
| E Reuger – 201 The Pavilion     | T & K Batchelor - 244 The Pavilion | L Bocking - 254 The Pavilion        |
| P & K Varney – 280 The Pavilion | D Wilson - 282 The Pavilion        | B Roe - 284 The Pavilion            |
| J Willcox - 287 The Pavilion    | J Beecham – 12 Benjamin Gooch Way  | J Robertson – 45 Benjamin Gooch Way |

#### **Apologies**

B Aitchison – 12 Alexandra House

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

B Aitchison – 12 Alexandra House to chairman  
Mr & Mrs Carroll – 72 The Pavilion to F Porter (father and tenant of 72 The Pavilion)

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

The minutes of the previous meeting held on 1<sup>st</sup> December 2021 were approved (available on SSPMCL website).

**Proposer:** D Griffith - 27 Benjamin Gooch Way

**Second:** J Atkinson - 71 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. Jim Atkinson has resigned and is seeking re-election this year.

**Proposer:** J Rollinson - 9 Leicester House

**Second:** K Varney – 280 The Pavilion

**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](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:** L Bocking - 254 The Pavilion

**Second:** F Porter – 72 The Pavilion

**Agreed**

### **6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.21**

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 2021 were submitted and accepted by Companies House on 23<sup>rd</sup> February 2022.

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:** J Rollinson - 9 Leicester House

**Seconded:** J Atkinson - 71 The Pavilion  
**Agreed**

### **7. To appoint Accountants for the 2022 Service Charge year and to authorise Directors to agree their remuneration**

The Directors wish to continue to use Sexty & Co, a local accountancy firm based in Norwich which has been used since we moved into residential control in 2017.

**Proposer:** D Griffith - 27 Benjamin Gooch Way

**Seconded:** J Atkinson - 71 The Pavilion

**All in favour (unanimous)**

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

#### **8.1. Service Charge Accounts for the year ending 31.12.21**

CH explained that for the period ending December 2021 there was a small surplus of £585.

In Summary in 2021:

Service Charge Income (excluding Ground Rent) from members was £413,162

Total Expenditure (excluding Ground Rent) was £412,577

CH explained that those members who may have scrutinised the accounts may have observed that as of 31<sup>st</sup> December 2021, the Reserve Fund account balance was £198,473 (31<sup>st</sup> December 2020 £195,679)

#### **8.2. 2023 Service Charge Update**

The Directors have discussed and agreed the 2023 budget at their September 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%

2023 Budget of £594,388 which is an £46,035 increase of ~8%

The 3 main areas for budgetary increases are Water (properties in The Pavilion), Insurance and Utilities - Electric and Gas (8 apts in Ivory building).

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)**

##### **Building Fire Safety / Cladding / EWS1**

The project started in the summer of 2021 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. The full costs were £160,046 and are shown in the 2021 accounts.

As a result of the updated EWS1 certificate sales have been progressing throughout 2022. In summary the following properties have sold in 2022 (to date)

Alexandra House = 1

Leicester House = 4

The Pavilion (including Admin Building) = 17

Ivory Building (Benjamin Gooch Way) = 1

##### **Water Ingress**

We continue to find 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 water ingress issues.

##### **Parcel Lockers**

Installed in The Pavilion atrium in June 2020, to date ~20k 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>

##### **Secure Cycle Storage**

Another new secure storage facility is available - it has additional CCTV coverage and access control to restrict access to residents with bikes on the lower ground level only.

##### **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 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.

#### **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)

#### **Christmas / Festive Drinks**

CH confirmed there will be a Christmas Drinks / Snacks evening on 15th December 2022 from 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 9th December 2022.

### **9. AOB**

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

A member raised a question on pigeons and the management of the pigeon population.

In summary a local pest control contractor is contracted to manage the local pigeon population, this includes spiking to ledges, working with leaseholders to net balconies & to install wires to the front and rear of the building.

The member was encouraged to discuss their specific issue with an NRM Property Manager directly.

#### **Fibre Broadband**

A member raised a question on the status of the fibre broadband rollout in the building.

GH responded to say that BT Openreach have completed the infrastructure and that leaseholders/tenants can place orders with ISP that have a full fibre offering.

More information here <https://www.openreach.com/fibre-broadband/ftp-providers>

#### **Double Glazing**

A member from the Admin Building (listed building) asked about double glazing to sash windows.

GH responded that several residents have installed secondary glazing.

Finally, a member present wanted to thank the Directors for the installation (in early 2022) of pictures / paintings (by a local artist Martin Sexton) that are along the walls of the lobby wall (asked at the 2020 AGM).

Several members present thanked the Directors of SSPMCL for their continued work during 2022.

CH concluded the meeting by thanking all for their attendance and confirmed that the next AGM will be in November/December 2023 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 1945hrs**