

# 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 6<sup>th</sup> November 2019 1830hrs

Venue: The Boardroom, The Pavilion, St Stephens Road, Norwich, NR1 3SG

### 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      Miss P Field – 250 The Pavilion  
Mr B Roe - 284 The Pavilion

#### Members

J Pilling – 30 Alexandra House      R Hollinger - 2 The Pavilion      S Bethapudy - 4 The Pavilion  
M Robinson - 16 The Pavilion      L Edney - 38 The Pavilion      R Freshwater - 58 The Pavilion  
J Woods - 59 The Pavilion      J Atkinson - 71 The Pavilion      M Connery - 93 The Pavilion  
P Allies - 108 The Pavilion      D Bardsley - 114 The Pavilion      S Jermy - 191 The Pavilion  
E Rueger - 201 The Pavilion      I Dempster - 216 The Pavilion      Mr & Mrs Batchelor - 244 The Pavilion  
D Lock - 251 The Pavilion      N Bocking - 254 The Pavilion      A Douglas - 274 The Pavilion  
Mr & Mrs Wilkinson - 279 The Pavilion      S Roe - 284 The Pavilion      J Willcox - 287 The Pavilion  
Mr & Mrs Dearmun - 288 The Pavilion      G Henderson - 289 The Pavilion

#### Apologies

S Goldser - 16 Leicester House      B Everitt - 32 Leicester House      Mr & Mrs Matthew – 28 The Pavilion  
B Kirk - 67 The Pavilion      Mr & Mrs Ireson - 243 The Pavilion      W Lovelock - 247 The Pavilion  
P Faulkner - 266 The Pavilion      Rev & Mrs Varney – 280 The Pavilion      Mr & Mrs Betts - 45 Benjamin Gooch Way

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

Mr S Jermy – 191 The Pavilion

### 3. Approval of Previous Minutes

The minutes of the previous meeting held on 7<sup>th</sup> November 2018 (2018 AGM) were approved (available on SSPMCL website).

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

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

**All in favour (unanimous)**

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

CH explained that Bill Roe seeks election to the Board – he has served as a co-opted member since 7th October 2019

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

**Seconder:** Mr J Atkinson - 71 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. Laura Bocking & David Griffith have resigned and are seeking re-election this year.

**Proposer:** Mr J Atkinson - 71 The Pavilion

**Seconder:** L Edney - 38 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:** M Connery - 93 The Pavilion

**All in favour (unanimous)**

## 6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.18

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 2018 were submitted and accepted by Companies House on 18th June 2019.

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 Willcox - 287 The Pavilion

**Secunder:** M Robinson - 16 The Pavilion

**All in favour (unanimous)**

## 7. To appoint Accountants for the 2019 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 for the past 3 Service Charge periods.

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

**Secunder:** L Edney - 38 The Pavilion

**All in favour (unanimous)**

## 8. To transact any other business

### 8.1. Service Charge Accounts for the year ending 31.12.18

CH explained that for the period ending December 2018 there was an overall surplus of £645.

In Summary in 2018:

Service Charge Income from members was £363,198

Total Expenditure was £362,553

CH explained that those members who may have scrutinised the accounts may have observed that as of 31<sup>st</sup> December 2018, the Reserve Fund account balance was £134,869

### 8.2. 2020 Service Charge Update

The Directors have discussed and considered a draft budget for 2020 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 an £8,585 decrease of ~1.8%

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

The biggest budgetary increase is for water due to both an increase in water being used and above inflationary increases in costs of water (from Anglian Water). The tables below give some comparison.

### 2017/18

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 @ £3.13 m3</b>		<b>£56,033.26</b>	
<b>Cost per Apt / 289</b>		<b>£193.88</b>	

### 2018/19

AW Water Meter Location	Admin	Section1-3	Section 4-5
30 <sup>th</sup> Apr 2018	5310	26898	4394
29 <sup>th</sup> Apr 2019	6237	39984	9077
1-year usage	927	13,086	4683
<b>Total Usage</b>		<b>18,696 m3</b>	
<b>Total Cost @ £3.22 m3</b>		<b>£60,201.12</b>	
<b>Cost per Apt / 289</b>		<b>£208.31</b>	

With water having further increased to £3.36 per m3, the increase has been necessary.

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)**

#### **2018/19 Ivory Building – Major Works**

This schedule of works included repairs and redecoration (internal and external) to the Ivory Building as well as cladding cleaning. Work started in late August 2018 and was completed in January 2019.

#### **Secure Cycle Storage**

A new secure storage facility was introduced in February 2019. It has additional CCTV coverage and access control to restrict access to residents with bikes.

#### **CCTV**

Updated CCTV installed in communal areas, the cameras by the vehicle gates have allowed NRM to recharge the costs of the repairs to the person(s) who have damaged the gates on 2 occasions. Likewise, NRM has been able to rebut 2 public liability claims successfully.

#### **Water Ingress**

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

#### **Vehicle Gates (Noise)**

Following various complaints and reliability issues both sets of gates have been overhauled with new motors and control gear. Access control arrangement to restrict pedestrian access have been implemented.

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

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

#### **Visitor Parking Update**

Since 24hr Visitor Scratch Cards were introduced in June 2018 over 7000 scratch cards have been sold to residents for their visitors & a further 67 residents have taken up the 4hrs visitors parking provision (operated by parking permit and clock).

In summary the visitor parking provision remains as follows:

- 24hr Visitor Parking Scratch Card Limit remains at 90 Scratch Cards per annum.
- 4hrs visitors parking provision (operated by parking permit and clock) costing £24 for 12 months (i.e. £2 per month)
- 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.

#### **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)

### **9. AOB**

Several members present asked questions specific to their properties (consent, secondary glazing, toilet fill valves, warranty claims, renovating bathrooms). CH committed to speak to these Leaseholders directly after the meeting and 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.

**Christmas Drinks Thursday 12<sup>th</sup> December 2019** CH confirmed there will be a Christmas Drinks / Snacks evening on 12<sup>th</sup> December 2019 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 9<sup>th</sup> December 2019.

The members present thanked the Directors of SSPMCL for their continued work during 2019.

CH concluded the meeting by thanking all for their attendance and confirmed that the next AGM will be in November 2020 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 1934hrs**