

**ST STEPHENS PAVILION**  
**SERVICE CHARGE ACCOUNTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2019**

**ST STEPHENS PAVILION**  
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**FOR THE YEAR ENDED 31 DECEMBER 2019**

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**ST STEPHENS PAVILION**

**ACCOUNTANT'S REPORT**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

**ACCOUNTANT'S REPORT OF FACTUAL FINDINGS TO THE MANAGING AGENT OF ST STEPHENS PAVILION**

You have stated that an audit of the service charge accounts in accordance with International Standards on Auditing is not required under the terms of the leases for St Stephens Pavilion, Norwich. In accordance with our engagement letter dated 7 June 2019, we have performed the procedures agreed with you and enumerated below with respect to the service charge accounts set out on pages 2 - 15 in respect of St Stephens Pavilion, Norwich for the year ended 31 December 2019 in order to provide a report of factual findings about the service charge accounts that you have issued.

This report is made to the managing agent for issue with the service charge accounts in accordance with the terms of our engagement. Our work has been undertaken to enable us to make this report to the managing agent and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the managing agent for our work for this report.

**Basis of report**

Our work was carried out having regard to the guidance provided in Technical Factsheet 172 Residential Service Charge Accounts published jointly by the professional accountancy bodies with ARMA and RICS. In summary, the procedures we carried out with respect to the service charge accounts were:

1. We obtained the service charge accounts and checked whether the figures in the accounts were extracted correctly from the accounting records maintained by or on behalf of the managing agent;
2. We checked, based on a sample, whether entries in the accounting records were supported by receipts, other documentation or evidence that we inspected; and
3. We checked whether the balance of service charge monies for this property shown on page 13 of the service charge accounts agreed or reconciled to the bank statements for the accounts in which the funds are held.

Because the above procedures do not constitute either an audit or a review made in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements, we do not express any assurance on the service charge accounts other than in making the factual statements set out below.

Had we performed additional procedures or had we performed an audit or review of the Financial Statements in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements, other matters might have come to our attention that would have been reported to you.

**Report of factual findings**

- (a) With respect to item 1 we found the figures in the statement of account to have been extracted correctly from the accounting records.
- (b) With respect to item 2 we found that those entries in the accounting records that we checked were supported by receipts, other

*Sexty & Co*

Sexty & Co  
Chartered Certified Accountants  
124 Thorpe Road  
Norwich  
NR1 1RS  
Date: 07 May 2020

ST STEPHENS PAVILION

INCOME AND EXPENDITURE ACCOUNT - CONSOLIDATED

FOR THE YEAR ENDED 31 DECEMBER 2019

Income	2019		2018	
	£	£	£	£
Ground Rent Income	118,033		118,033	
Insurance Claim Income	13,854		3,594	
NRM Admin Fees & Charges	430		930	
Other Income	1,190		1,040	
Service Charge Income	361,192		363,198	
<b>Income Total</b>		<b>494,699</b>		<b>486,795</b>
<b>Expenditure</b>				
Aerial Maintenance	1,000		708	
Audit & Accountancy	1,898		587	
Buildings Insurance	51,615		43,634	
Car Park & Footpath Maintenance	899		3,772	
Cleaning	40,861		41,179	
DOL Insurance	825		879	
Door Entry System	2,138		2,703	
Drainage & Sewerage	1,050		10,513	
Dry Riser Test	2,800		4,912	
Electrical Maintenance	7,209		9,128	
Electric Tug Vehicle	1,309		2,213	
Electricity	29,276		23,311	
Emergency Lighting	3,500		3,000	
Fire Equipment Maintenance	8,108		5,986	
Gas Charges	1,230		1,200	
Gate & Barrier Maintenance	8,025		3,182	
General Repairs / Maintenance	18,647		32,548	
Ground Rent	118,033		118,033	
Grounds Maintenance	6,828		4,350	
Gutter Clearance	11,379		6,453	
Health & Safety	2,250		1,550	
Insurance Repairs	13,854		420	
Legal & Professional	1,500		2,610	
Lift Maintenance	15,913		13,615	
Lightning Conductor	389		185	
LOLER Insurance	2,625		3,092	
Man Safe Equipment	1,352		720	
Management Fees	42,182		40,945	
NRM Admin Fees	430		930	
Other Overheads & Bank Charges	2,103		4,215	
Pest Control	4,138		5,263	
Public Liability Insurance	2,850		2,850	
Refuse Collection	1,620		343	
Security	1,089		3,792	
Telephone / Internet	2,107		2,515	
Water	55,645		57,772	
Water Pump Maintenance	6,488		6,000	
Window Cleaning	21,040		21,040	
<b>Expenditure Total</b>		<b>494,205</b>		<b>486,148</b>
<b>Net Surplus / (Deficit)</b>		<b>494</b>		<b>647</b>

**ST STEPHENS PAVILION**

**INCOME AND EXPENDITURE ACCOUNT - ESTATE**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
<b>Income</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Service Charge Income	23,655		23,780	
<b>Income Total</b>	<u><b>23,655</b></u>		<u><b>23,780</b></u>	
<b>Expenditure</b>				
Audit & Accountancy	1,898		587	
DOL Insurance	825		879	
Electrical Maintenance	210		1,452	
Electricity	910		1,015	
General Repairs / Maintenance	3,790		5,230	
Grounds Maintenance	6,828		4,350	
Health & Safety	500		50	
Legal & Professional	1,500		2,610	
Management Fees	1,980		1,980	
Other Overheads & Bank Charges	933		937	
Pest Control	250		1,000	
Public Liability Insurance	2,850		2,850	
Telephone / Internet	500		500	
<b>Expenditure Total</b>		<u><b>22,974</b></u>		<u><b>23,440</b></u>
<b>Net Surplus / (Deficit)</b>		<u><u><b>681</b></u></u>		<u><u><b>340</b></u></u>

**ST STEPHENS PAVILION**

**INCOME AND EXPENDITURE ACCOUNT - PARKING**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
<b>Income</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Service Charge Income	32,728		32,678	
<b>Income Total</b>	<u><b>32,728</b></u>		<u><b>32,678</b></u>	
<b>Expenditure</b>				
Car Park & Footpath Maintenance	0		3,672	
Cleaning	2,000		2,000	
Door Entry System	500		320	
Electrical Maintenance	689		2,676	
Electricity	7,000		0	
Gate & Barrier Maintenance	5,605		1,677	
General Repairs / Maintenance	1,291		5,058	
Health & Safety	250		250	
Management Fees	14,730		14,750	
Other Overheads & Bank Charges	0		100	
Pest Control	206		1,168	
Security	430		1,019	
<b>Expenditure Total</b>		<u><b>32,701</b></u>		<u><b>32,690</b></u>
<b>Net Surplus / (Deficit)</b>		<u><u><b>27</b></u></u>		<u><u><b>(12)</b></u></u>

**ST STEPHENS PAVILION**

**INCOME AND EXPENDITURE ACCOUNT - ADMIN & PAVILION**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
<b>Income</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Service Charge Income	274,470		274,521	
<b>Income Total</b>		<u><b>274,470</b></u>		<u><b>274,521</b></u>
<b>Expenditure</b>				
Aerial Maintenance	1,000		708	
Buildings Insurance	45,791		38,529	
Cleaning	35,761		36,079	
Door Entry System	1,638		1,821	
Drainage & Sewerage	1,050		8,563	
Dry Riser Test	2,000		4,112	
Electrical Maintenance	3,718		3,000	
Electric Tug Vehicle	1,069		2,013	
Electricity	19,713		20,434	
Emergency Lighting	2,500		2,500	
Fire Equipment Maintenance	7,108		4,983	
General Repairs / Maintenance	12,177		14,861	
Gutter Clearance	9,879		5,828	
Health & Safety	1,250		1,000	
Insurance Repairs	0		420	
Lift Maintenance	15,913		13,615	
Lightning Conductor	389		185	
LOLER Insurance	2,625		3,092	
Man Safe Equipment	1,352		720	
Management Fees	21,677		20,420	
Other Overheads & Bank Charges	0		1,688	
Pest Control	3,250		2,899	
Refuse Collection	1,620		343	
Security	409		2,523	
Telephone / Internet	1,607		2,015	
Water	55,645		57,772	
Water Pump Maintenance	5,738		5,250	
Window Cleaning	20,040		19,040	
<b>Expenditure Total</b>		<u><b>274,919</b></u>		<u><b>274,413</b></u>
<b>Net Surplus / (Deficit)</b>		<u><b>(449)</b></u>		<u><b>108</b></u>

**ST STEPHENS PAVILION**

**INCOME AND EXPENDITURE ACCOUNT - IVORY (ALL)**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
<b>Income</b>	£	£	£	£
Service Charge Income	18,527		19,987	
<b>Income Total</b>	<u>18,527</u>		<u>19,987</u>	
<b>Expenditure</b>				
Buildings Insurance	5,192		5,105	
Car Park & Footpath Maintenance	899		100	
Drainage & Sewerage	0		1,950	
Dry Riser Test	400		400	
Electric Tug Vehicle	240		200	
Electricity	155		507	
Fire Equipment Maintenance	1,000		1,003	
Gate & Barrier Maintenance	2,420		1,505	
General Repairs / Maintenance	319		788	
Gutter Clearance	1,500		625	
Health & Safety	250		250	
Management Fees	3,795		3,795	
Other Overheads & Bank Charges	0		350	
Pest Control	192		500	
Security	250		250	
Water Pump Maintenance	750		750	
Window Cleaning	1,000		2,000	
<b>Expenditure Total</b>	<u>18,362</u>		<u>20,078</u>	
<b>Net Surplus / (Deficit)</b>	<u>165</u>		<u>(91)</u>	



**ST STEPHENS PAVILION**

**INCOME AND EXPENDITURE ACCOUNT - IVORY (ENTRANCE)**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
<b>Income</b>	£	£	£	£
Service Charge Income	10,332		10,732	
<b>Income Total</b>		<u><b>10,332</b></u>		<u><b>10,732</b></u>
 <b>Expenditure</b>				
Cleaning	3,100		3,100	
Door Entry System	0		562	
Dry Riser Test	400		400	
Electrical Maintenance	2,592		2,000	
Electricity	1,498		1,355	
Emergency Lighting	1,000		500	
General Repairs / Maintenance	800		2,810	
Other Overheads & Bank Charges	0		100	
Pest Control	240		(304)	
<b>Expenditure Total</b>		<u><b>9,630</b></u>		<u><b>10,523</b></u>
<b>Net Surplus / (Deficit)</b>		<u><u><b>702</b></u></u>		<u><u><b>209</b></u></u>

**ST STEPHENS PAVILION**

**INCOME AND EXPENDITURE ACCOUNT - IVORY (GAS)**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
	£	£	£	£
<b>Income</b>				
Service Charge Income	1,500		1,500	
<b>Income Total</b>		<u>1,500</u>		<u>1,500</u>
<b>Expenditure</b>				
Gas Charges	1,230		1,200	
General Repairs / Maintenance	270		207	
<b>Expenditure Total</b>		<u>1,500</u>		<u>1,407</u>
<b>Net Surplus / (Deficit)</b>		<u>0</u>		<u>93</u>

ST STEPHENS PAVILION

INCOME AND EXPENDITURE ACCOUNT - OTHER

FOR THE YEAR ENDED 31 DECEMBER 2019

<b>Income</b>	2019		2018	
	£	£	£	£
Ground Rent Income	118,033		118,033	
Insurance Claim Income	13,854		3,594	
NRM Admin Fees & Charges	430		930	
Other Income	1,190		1,040	
Service Charge Income	(20)		0	
<b>Income Total</b>		<b><u>133,487</u></b>		<b><u>123,597</u></b>
<b>Expenditure</b>				
General Repairs / Maintenance	0		3,594	
Ground Rent	118,033		118,033	
Insurance Repairs	13,854		0	
NRM Admin Fees	430		930	
Other Overheads & Bank Charges	1,170		1,040	
<b>Expenditure Total</b>		<b><u>133,487</u></b>		<b><u>123,597</u></b>
<b>Net Surplus / (Deficit)</b>		<b><u>0</u></b>		<b><u>0</u></b>

**ST STEPHENS PAVILION**  
**RESERVE ACCOUNT - ESTATE**  
**FOR THE YEAR ENDED 31 DECEMBER 2019**

<b>Income</b>	2019		2018	
	£	£	£	£
Service Charges	2,365		2,365	
<b>Income Total</b>		<u><b>2,365</b></u>		<u><b>2,365</b></u>
 <b>Expenditure</b>				
Reserve Fund Works	6,427		7,517	
<b>Expenditure Total</b>		<u><b>6,427</b></u>		<u><b>7,517</b></u>
<b>Net Surplus / (Deficit)</b>		<u><b>(4,062)</b></u>		<u><b>(5,152)</b></u>

**RESERVE ACCOUNT - PARKING**  
**FOR THE YEAR ENDED 31 DECEMBER 2019**

<b>Income</b>	2019		2018	
	£	£	£	£
Service Charges	8,140		8,140	
<b>Income Total</b>		<u><b>8,140</b></u>		<u><b>8,140</b></u>
 <b>Expenditure</b>				
Reserve Fund Works	15,190		6,735	
<b>Expenditure Total</b>		<u><b>15,190</b></u>		<u><b>6,735</b></u>
<b>Net Surplus / (Deficit)</b>		<u><b>(7,050)</b></u>		<u><b>1,405</b></u>

**ST STEPHENS PAVILION**

**RESERVE ACCOUNT - ADMIN & PAVILION**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
	£	£	£	£
<b>Income</b>				
Service Charges	84,700		84,700	
<b>Income Total</b>	<u>84,700</u>		<u>84,700</u>	
 <b>Expenditure</b>				
Reserve Fund Works	38,390		101,247	
<b>Expenditure Total</b>	<u>38,390</u>		<u>101,247</u>	
 <b>Net Surplus / (Deficit)</b>	<u>46,310</u>		<u>(16,547)</u>	

**RESERVE ACCOUNT - IVORY (ALL)**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
	£	£	£	£
<b>Income</b>				
Service Charges	7,920		14,520	
<b>Income Total</b>	<u>7,920</u>		<u>14,520</u>	
 <b>Expenditure</b>				
Reserve Fund Works	900		24,526	
<b>Expenditure Total</b>	<u>900</u>		<u>24,526</u>	
 <b>Net Surplus / (Deficit)</b>	<u>7,020</u>		<u>(10,006)</u>	

**ST STEPHENS PAVILION**

**RESERVE ACCOUNT - IVORY (ENTRANCE)**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
	£	£	£	£
<b>Income</b>				
Service Charges	5,940		5,940	
<b>Income Total</b>		<u>5,940</u>		<u>5,940</u>
 <b>Expenditure</b>				
Reserve Fund Works	19,242		4,830	
<b>Expenditure Total</b>		<u>19,242</u>		<u>4,830</u>
 <b>Net Surplus / (Deficit)</b>		<u><u>(13,302)</u></u>		<u><u>1,110</u></u>

**RESERVE ACCOUNT - IVORY (GAS)**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

	2019		2018	
	£	£	£	£
<b>Income</b>				
Service Charges	880		880	
<b>Income Total</b>		<u>880</u>		<u>880</u>
 <b>Expenditure</b>				
Reserve Fund Works	0		1,189	
<b>Expenditure Total</b>		<u>0</u>		<u>1,189</u>
 <b>Net Surplus / (Deficit)</b>		<u><u>880</u></u>		<u><u>(309)</u></u>

**ST STEPHENS PAVILION**

**BALANCE SHEET**

**AS AT 31 DECEMBER 2019**

<b>CURRENT ASSETS</b>	<b>Notes</b>	2019 <b>£</b>	2018 <b>£</b>
Bank Account	3	426,330	425,619
Debtors	2	3,850	4,238
<b>Current Assets Total</b>		<u><b>430,180</b></u>	<u><b>429,857</b></u>
 <b>CURRENT LIABILITIES</b>			
Creditors	4	265,515	294,988
<b>Current Liabilities Total</b>		<u><b>265,515</b></u>	<u><b>294,988</b></u>
 <b>NET ASSETS</b>		<u><b>164,665</b></u>	<u><b>134,869</b></u>
 <b>FINANCED BY</b>			
<b>RESERVES</b>		<b>£</b>	<b>£</b>
Income & Expenditure Account	5	52,699	52,699
Reserve Fund - Estate	5	5,895	9,957
Reserve Fund - Parking	5	913	7,963
Reserve Fund - Admin & Pavilion	5	49,660	3,350
Reserve Fund - Ivory (All)	5	19,773	12,753
Reserve Fund - Ivory (Entrance)	5	35,154	48,456
Reserve Fund - Ivory (Gas)	5	571	(309)
<b>RESERVES TOTAL</b>		<u><b>164,665</b></u>	<u><b>134,869</b></u>

The service charge accounts were approved by Norwich Residential Management Limited on 07 May 2020 and signed on their behalf by:



G N Hudson  
Director, for and on behalf of Norwich Residential Management Limited

**ST STEPHENS PAVILION**

**NOTES TO THE SERVICE CHARGE ACCOUNTS**

**FOR THE YEAR ENDED 31 DECEMBER 2019**

**1: ACCOUNTING POLICIES**

The accounts are prepared in accordance with the provisions of the TP1 / Transfer / Lease on an accruals basis.

**2: DEBTORS**

	2019	2018
	£	£
Other Debtors	1,698	1,291
Prepayments	2,152	2,277
Service Charges	0	670
<b>Debtors Total</b>	<b><u>3,850</u></b>	<b><u>4,238</u></b>

**3: BANK ACCOUNT**

The service charge money is held in trust at Barclays Bank PLC under the title NRM SSPMCL Client Account.

**4: CREDITORS**

	2019	2018
	£	£
Accruals	76,623	70,856
Creditors	2,694	22,001
Deferred Income	185,704	200,070
Surplus Service Charge Monies	494	2,061
<b>Creditors Total</b>	<b><u>265,515</u></b>	<b><u>294,988</u></b>

**5: RESERVES**

	I&E Account	RF - Estate	RF - Parking
	£	£	£
As at 01 January 2019	<u>52,699</u>	<u>9,957</u>	<u>7,963</u>
Surplus / (Deficit) For the Year	494	(4,062)	(7,050)
Transfer P&L to Debtors / (Creditors)	(494)	0	0
<b>As at 31 December 2019</b>	<b><u>52,699</u></b>	<b><u>5,895</u></b>	<b><u>913</u></b>



ST STEPHENS PAVILION

NOTES TO THE SERVICE CHARGE ACCOUNTS (*CONTINUED*)

FOR THE YEAR ENDED 31 DECEMBER 2019

5: RESERVES (*CONTINUED*)

	RF - Admin & Pavilion £	RF - Ivory (All) £	RF - Ivory (Entrance) £
As at 01 January 2019	3,350	12,753	48,456
Surplus / (Deficit) For the Year	46,310	7,020	(13,302)
Transfer P&L to Debtors / (Creditors)	0	0	0
<b>As at 31 December 2019</b>	<b>49,660</b>	<b>19,773</b>	<b>35,154</b>

	RF - Ivory (Gas) £	Total £
As at 01 January 2019	(309)	134,869
Surplus / (Deficit) For the Year	880	30,290
Transfer P&L to Debtors / (Creditors)	0	(494)
<b>As at 31 December 2019</b>	<b>571</b>	<b>164,665</b>