

# **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 29<sup>th</sup> November 2023 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 Rollingson - 9 Leicester House  
D Griffith - 27 Benjamin Gooch Way

#### **Members**

A Younespour - 15 The Pavilion	G Hothersall - 36 The Pavilion	J Chappel - 40 The Pavilion
N Carpenter - 151 The Pavilion	M Mahoney - 196 The Pavilion	E Rueger - 201 The Pavilion
J Hunt - 208 The Pavilion	H Creed - 223 The Pavilion	D Flower - 229 The Pavilion
T & K Batchelor - 244 The Pavilion	L Bocking - 254 The Pavilion	V Mackay - 263 The Pavilion
P Faulkner - 266 The Pavilion	M Day - 272 The Pavilion	A Douglas - 274 The Pavilion
P & K Varney – 280 The Pavilion	B Roe - 284 The Pavilion	D Griffith – 27 Benjamin Gooch Way
J Robertson – 45 Benjamin Gooch Way	A Matthews - 7 Leicester House	

#### **Apologies**

Mr & Mrs A Asgari - 1 Leicester House

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

Mr & Mrs A Asgari - 1 Leicester House to J Rollingson - 9 Leicester House

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

The minutes of the previous meeting held on 30<sup>th</sup> November 2022 were approved (available on SSPMCL website).

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

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

**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. James Rollingson has resigned and is seeking re-election this year.

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

**Second:** V Mackay - 263 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:** A Douglas - 274 The Pavilion

**Second:** M Day - 272 The Pavilion

**Agreed**

### **6. To receive and adopt the reports and accounts of the Company for the year ending 31.12.22**

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 2022 were submitted and accepted by Companies House on 28<sup>th</sup> February 2023.

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 Rollingson - 9 Leicester House

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

**Agreed**

### **7. To appoint Accountants for the 2024 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:** M Day - 272 The Pavilion

**Seconded:** A Douglas - 274 The Pavilion

**All in favour (unanimous)**

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

#### **8.1. Service Charge Accounts for the year ending 31.12.22**

CH explained that for the period ending December 2022 there was a small deficit of £8,435. The deficit was as result of the increase in gas prices, but this deficit only effected 8 properties in the Ivory Building that have their hot water and heating directly from a shared boiler.

In Summary in 2022:

Service Charge Income (excluding Ground Rent) from members was £438,339

Total Expenditure (excluding Ground Rent) was £446,774

CH explained that those members who may have scrutinised the accounts may have observed that as of 31<sup>st</sup> December 2022, the Reserve Fund account balance was £138,677 (31<sup>st</sup> December 2021 £198,473)

Reserve works this year included External Redecoration (to Admin and Ivory Buildings), New Intercom, TV System Improvement (5G filters) and Roof Repairs.

#### **8.2. 2024 Service Charge Update**

The Directors have discussed and agreed the 2024 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%

2023 Budget of £640,258 which is an £45,870 increase of ~7.7%

The 3 main areas for budgetary increases are Buildings Insurance (£19,630 or 23% increase), Water (£7,500 or 9% increase Note: properties in The Pavilion only), Window & Gutter Cleaning (£3,670 or 10% increase) and Utilities - Electric and Gas (£1,400 or 20% increase for 8 apts in Ivory building).

An updated comparison showing the Service Charges per flat type since 2015 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**

2023 saw the cementitious board panels with PIR – Rigid Foam Board Insulation which covered ~30% of the Ivory Building that had been identified as combustible and presented a fire risk to the building removed and replaced. The project was completed over the Summer and an updated EWS1 with A1 rating was issued on 18<sup>th</sup> August 2023. Persimmon (as the developer) have paid the full costs of the works and associated EWS1 reports.

##### **Water Ingress**

We continue to find issues with the building fabric particularly following Storm Babet (Mid Oct 23), 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 ~28k parcels have been stored and collected. Helpful News article on SSP website here <https://www.sspmc.co.uk/2020/11/14/parcel-lockers/> and flyer here <https://www.sspmc.co.uk/wp-content/uploads/2017/01/SSPMCL-Parcel-Locker-Leaflet-Web.pdf>

An issue with Royal Mail deliveries (not being daily) to the building was highlighted recently, CH on behalf of the Board has written to the Royal Mail and encourages residents to do similar and raise the issue with the local press / local MP.

### **Fibre Broadband**

BT Openreach have completed the infrastructure so leaseholders/tenants can place orders with ISP that have a full fibre offering. More information here <https://www.openreach.com/fibre-broadband/ftp-providers>

### **Monthly Coffee Mornings**

As a result of a discussion at the Festive Drinks last December a suggestion was made of starting a coffee morning, monthly on a Saturday in the boardroom. The first one was in January 2023, and it has run monthly since. The next coffee morning is Saturday 30<sup>th</sup> November 2023 and dates will be advertised in due course for 2024. Attendance is around 30-50 residents and the costs have been covered by a donation from a resident keen to see a community development.

### **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.

### **Door Entry / Access System / Fobs**

CH mentioned the door entry system is close to reaching its fob limit (1,500 fobs) as a result an audit will be completed in 2024, if you have fobs that are with family, friends and not used regularly then please use them on at least 1 door in the next 2-3 months. Fobs that haven't been used for >5yrs will be removed from the system. It will be assumed these are lost or have been taken by previous owners / tenants. Should a fob be removed from the system in error it can be reprogramed.

### **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 14th December 2023 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 8th December 2023.

## **9. AOB**

V Mackay - 263 The Pavilion raised a point about having a few pictures along the walls of the lobby in Section 3. This had been discussed by the Directors following the Directors' surgery in August and a few prints by Martin Sexton (local artist) will be purchased and hung in Section 3 in the early part of 2024.

A member present asked about the tent in the grounds of the estate in October/November. For approximately 6 weeks a homeless persons' tent appeared next to the pathway leading to Alexander House. The tent is pitched on land registered to St Stephens Pavilion Management Company (SSP). Persimmon Homes are required to act as the landowner. NRM reached out to the Managing Director of Persimmon Homes Anglia to escalate the issue with Head Office Legal. As a result of legal action the couple living in the tent (and the tent and their property) moved on from the estate on 9<sup>th</sup> November 2023.

A Matthews - 7 Leicester House raised a comment about the signage for the Leicester House north entrance. This is the responsibility of the Leicester House RTM and Leicester House Directors will review and resolve.

A member asked about a footpath from the car park to the front of the Administration building to the main footpath between Alexander House and Section 1/2 of the Pavilion. CH explained this would be the responsibility of the Fellowes Plain Estate Management Company (FPEMCL). It was also highlighted that there is a designated fire lane (hence why the grass doesn't grow as well there)

Several members present thanked the Directors of SSPMCL for their continued work during 2023.

CH concluded the meeting by thanking all for their attendance and confirmed that the next AGM will be in November/December 2024 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 2010hrs**