



Church Street (Maidstone) Management Company

# **Annual General Meeting 2016**

# Welcome and Apologies

- Apologies
- **No questions about individual properties or circumstances; these can be dealt with after the meeting.**
- Note down your questions, we have provided time for questions at the end of each section.



# Chairman's Report 2016

- Paul Peacock, Chairman
- Fergus Poncia, Company Secretary
- Peter Stock, Finance & Communications
- Olga D'Silva, Administrative Secretary
- Kate Holland, Planning and related matters
- Kristie Smith, PR, Communications and Administration
- 2 new Directors in 2017



# Chairman's Report 2016

- Overview on estate management
- Forecast for 2017 budget
- Aims for 2017
- Difficult financial situation inherited from Countrywide (previous estate managers) - Countrywide made no provision for maintenance agreements, eg smoke alarm systems, water pump system, breakdowns, electrical faults.



# Chairman's Report 2016

- Countrywide – no reserve fund
- CSMC & our Accountant MHA MacIntyre Hudson, threat of legal action.
- Generated payment of £24,547 from Higgins Homes
- Generated payment of £543 from Countrywide
- Has created a reserve fund bedrock
- Reserve fund will also come from approx. 10% increment from yearly service charge



# Chairman's Report 2016

- 30 months of unravelling Higgins/Countrywide finances for Old Hospital since June 2014
- CSMC now have all financial aspects under control
- All debts inherited now paid
- Some additional costs incurred, eg. repainting/repairs to exterior sash windows at Fairfax Court. (Delayed Dudley House sash window repairs/repainting).



# Chairman's Report 2016

- Purchase of Scaffolding Plant (£2K) which will offset costs for future redecoration / maintenance
- Despite unbudgeted costs, full year costs expected to be approx. £74K.
- Estimated budget for end 2016 expected to be £72,434.
- Budget difference met by reserve funds



# Chairman's Report 2016

- Local Contractors (see our website)
- Paul Newman Contractors Ltd – gardening, communal cleaning, general maintenance/repair
- Electrical Maintenance/Repair: Langcorn Electrical Ltd
- APT Heating & Plumbing Ltd (NIBE Boilers – servicing, valve failures)
- NIBE & their contractors
- NIBE Expansion Tanks – checks to fitting / Higgins





# Chairman's Report 2016

- Improved site security
- Unlawful pedestrian traffic – almost zero
- Fairfax bin store area – (new keypad, flood lighting, CCTV camera)
- Antisocial behaviour issues – ongoing but being addressed.
- Meeting with Trinity Foyer, local Police, Maidstone Borough Council – July 2016



# Chairman's Report 2016

- Antisocial behaviour: CCTV Surveillance: has led to prosecution by fly tipping residents at Price Court
- UK Parking – reduced level of illegal parking
- Parking space interest – contact CSMC



# Chairman's Report 2016

- Penalty charges reintroduced for late service charge payments
- Installation of individual water meters – fairer
- Water Ingress (approx 20 flats & Fairfax Court)
- Fairfax Court – Damp Report commissioned
- Reserve fund (NHBC Guarantee is 10 years)



# Chairman's Report 2016

- **Fairfax Court** – Damp Issue
- Extensive Engineer's Report
- NHBC invited Tenders – 5 specialist co's
- Underpinning entire block
- Concrete slab & membrane
- Extensive Tanking to interior walls
- 2 new automatic sump pumps
- Cost of Engineer's Report alone £29K



# Chairman's Report 2016

- Budget for 2017
- Some blocks cost more than others, e.g. higher communal electricity consumption.
- Some blocks take longer to clean, some have car parking spaces
- Apartment size: 1,2 & 3 bedrooms
- Redecoration schedule
- 3 x Grade II Listed: Fairfax, 6-12 Dudley House, 7-12 Dudley House
- All of above factored into service fee calculation



# Chairman's Report 2016

- Common Area costs responsibility of all
- Specific costs to individual blocks are the responsibility of block owners
- Some blocks are larger than others: eg Fairfax & both Dudley blocks have 6 flats only
- Internal redecoration programme in line with Leaseholder Covenant Agreements (5 yearly)



# Chairman's Report 2016

- 2017 budget estimate: £70,949
- 2.6% lower than previous year
- Countrywide 2017 budget estimate: £108,000



# Chairman's Report 2016

- Commitment of CSMC Board to owners/residents
- Very best service at most reasonable cost
- Energetic implementation of CSMC policies and projects
- Thanks to the current Board
- Kate Holland - thanks





# Chairman's Report 2016

- 2016 Directors' Remuneration - £8,000
- Director pays 50% service charge
- 2017 Directors' Remuneration - £10,375
- Current Board – 3 years' service
- Rewarding Directors – encourage others to join the Board of Directors
- Changes to 2017 Board



# Improvements in 2016

- Improved security
- Programme started for conversion of light fittings and bulbs to LED
- Programme on supplying fire extinguishers to blocks
- Keycodes to most bin stores
- Repairs to paving brick work 'potholes' around Brockman & Fairfax - ongoing



# Improvements in 2016

- Effective CCTV Surveillance (prosecutions)
- UK Parking – reduced level of illegal parking
- Updated Parking Policy & Resident Permit Reissue
- Reconfiguration of parking spaces on access road – contact CSMC
- Tree cutting regime (Hales/Brockman)
- Individual water meters (pay for what you use)
- Fairfax Court – Damp Report commissioned
- Redecorating – Dudley and Fairfax
- New Kent Highways street lamp outside Goring Place



# Financial Report – Service Charge

- **Every owner** made payments 2016
- **There is no outstanding debt for service charge fees.**
- A small number are making regular monthly payments



# Income / bank balance

- **2016 Service Fee income (To CSMC in 2016)**
- £36,236.62
- **Current Bank Balance**
- £3,364.98
- **Reserve Bank Balance**
- £29,842.78
- **Closing balance 2016 expected to be:**
- Overspend by £1000



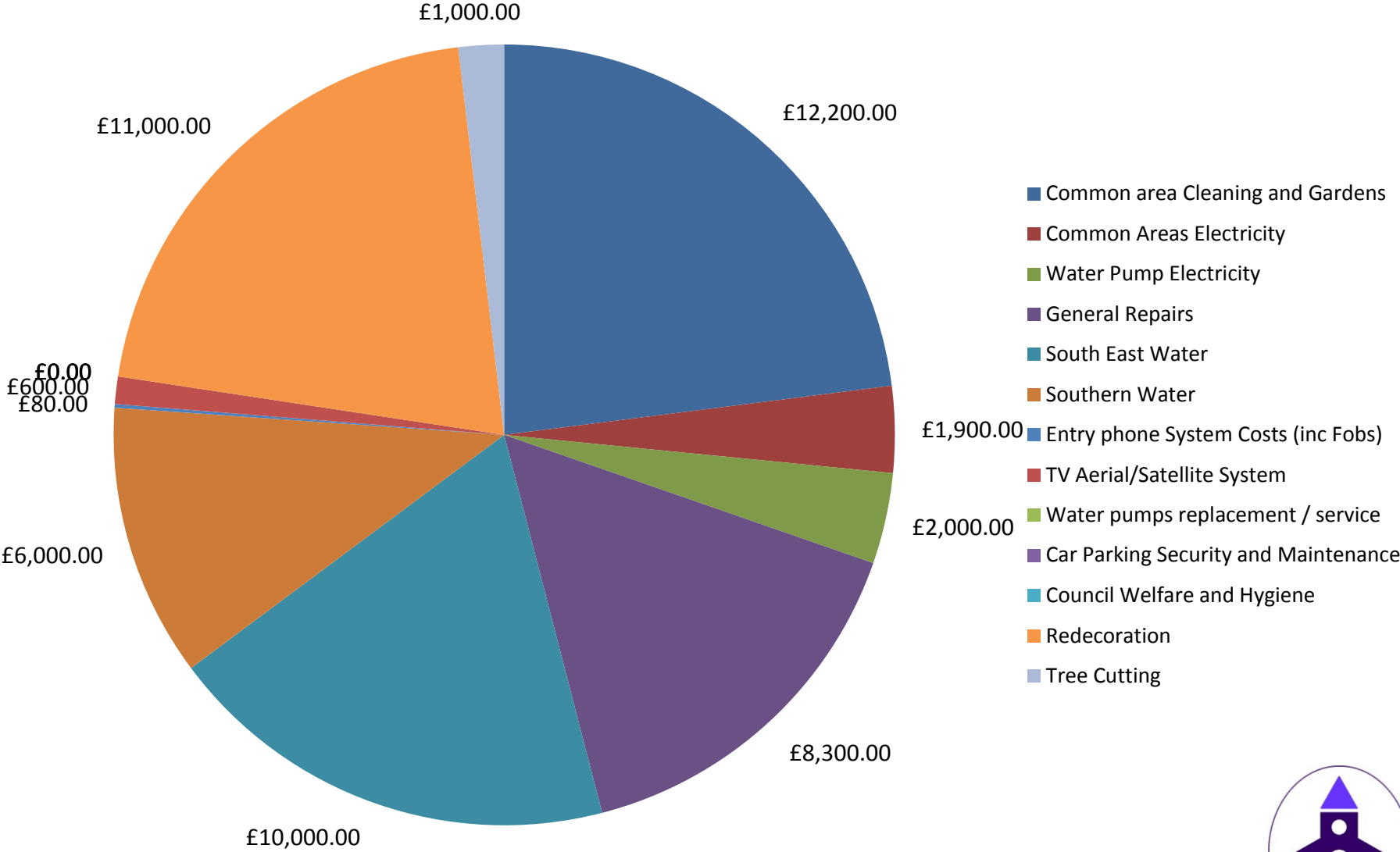
# Financial Report – Breakdown

estimated

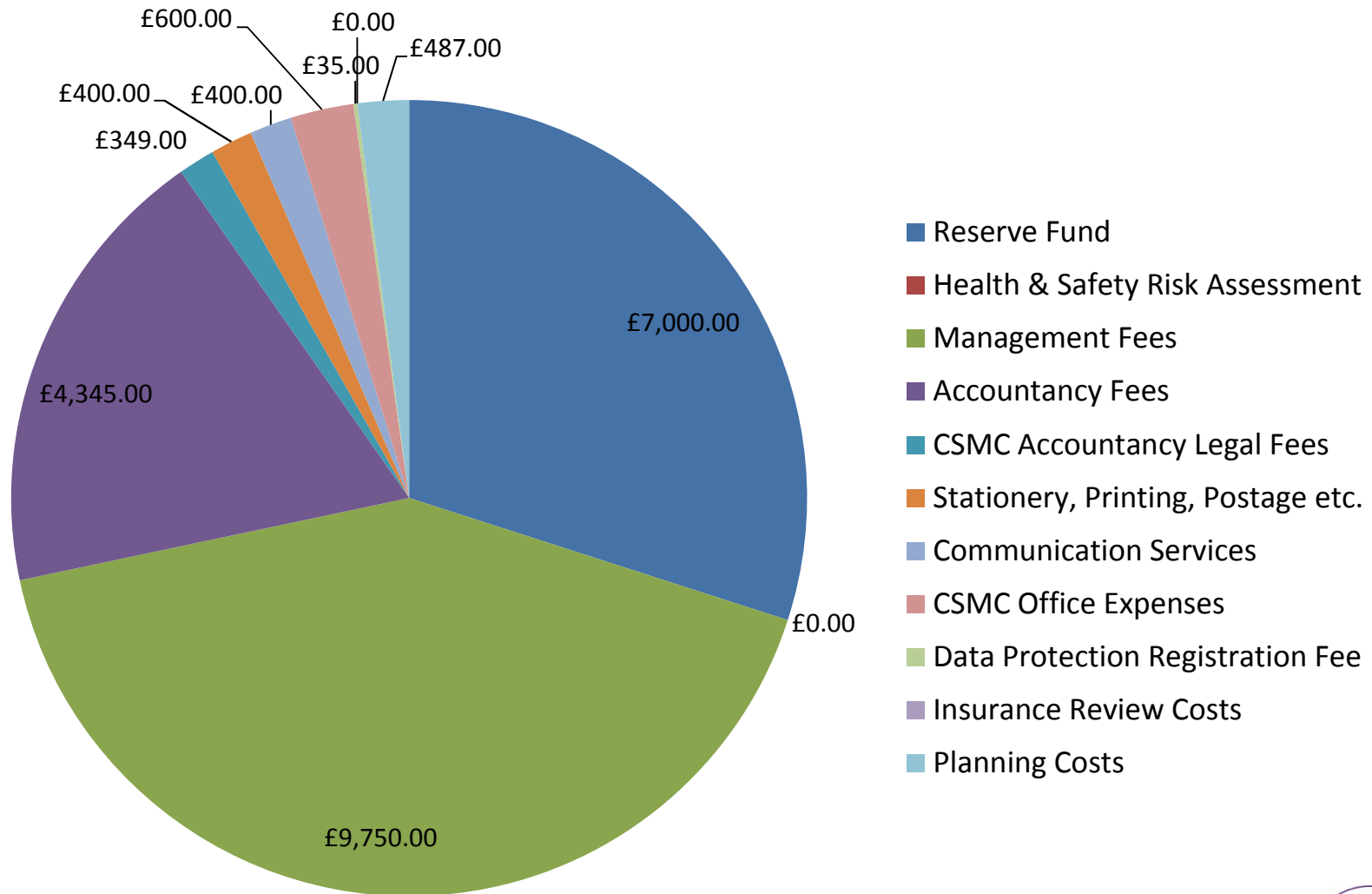
	2016
Services and Maintenance	<b>£53,080.00</b>
Reserves and Cyclical Repairs	<b>£7000.00</b>
Professional Fees	<b>£23,366.00</b>
Unaudited figures	<b>£76,446.00</b>



# Financial Report – Service and Maintenance



# Financial Report – Professional Fees





# Board of Directors in 2017

- CSMC and its relationship with Higgins Homes plc
- The duties of Directors
- Potential future developments
  
- Fergus Poncia, Company Secretary
- Olga D'Silva, Chair & Administrative Secretary
- Paul Peacock, Director (Transition & Site Operations)
- Peter Stock, Finance & Communications
- Kristie Smith, PR, Communications and Administration
- David Berry, Site Management
- Jonathan Castle, Finance Support



# Questions?

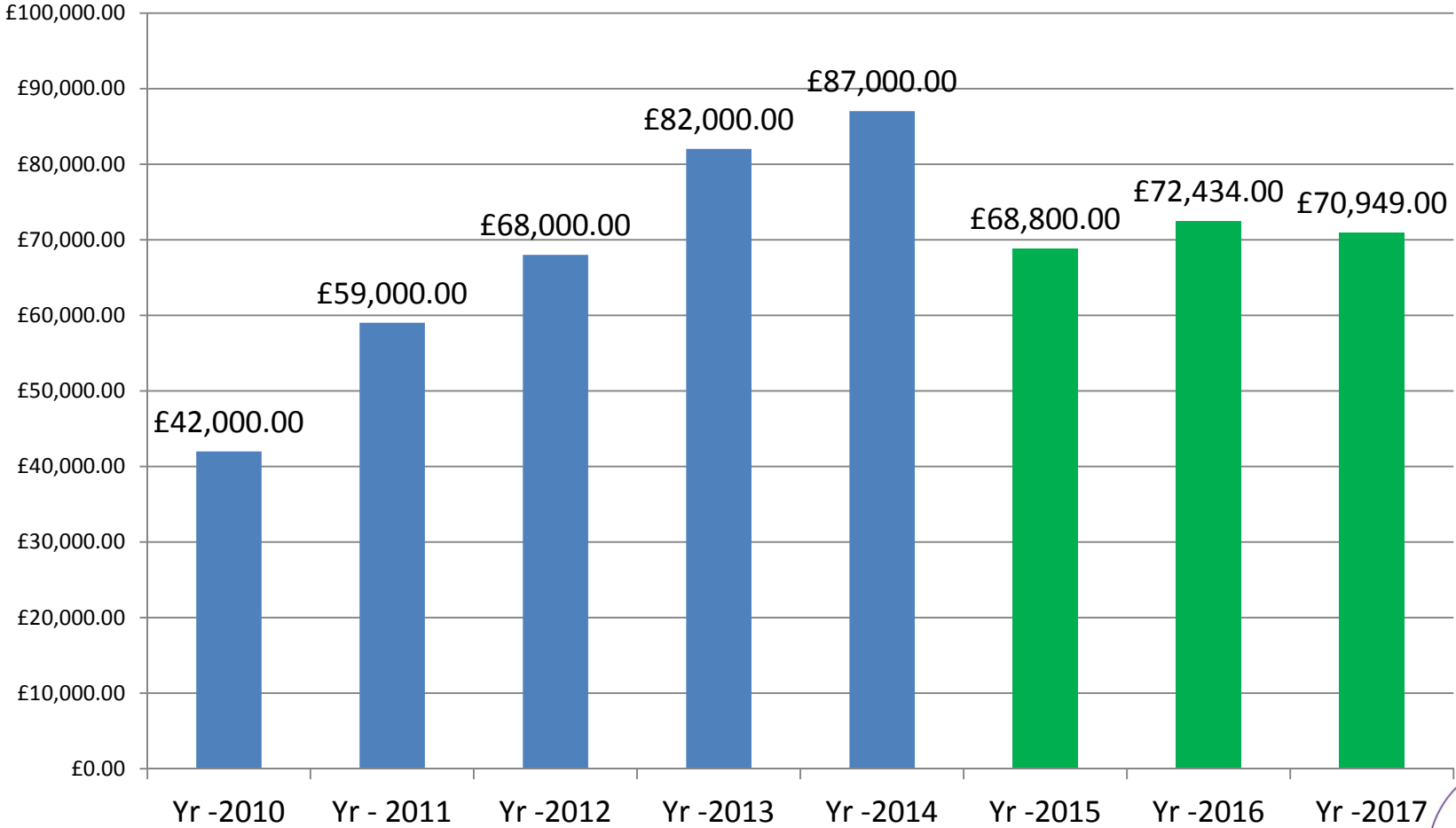
- ITEMS 2-5 only
- No questions about individual properties or circumstances; these can be dealt with after the meeting.



# Break



# Budget for 2016 / 2017



# Service Fees - Breakdown

	<b>2016</b>	<b>2017</b>
Services and Maintenance	<b>£51,825.00</b>	<b>£49,590.00</b>
Reserves and Cyclical Repairs	<b>£7,000.00</b>	<b>£7,000.00</b>
Professional Fees	<b>£13,609.00</b>	<b>£14,359.00</b>
	<b>£72,434.00</b>	<b>£70,949.00</b>



## CSMC Expenditure 2015 and Budget 2016

### Services and Maintenance

1	Common area Cleaning and Gardens
2	Common Areas Electricity
3	Water Pump Electricity
4	General Repairs and site updates
5	South East Water
6	Southern Water
7	Entry phone System Costs (inc Fobs)
8	TV Aerial/Satellite System
9	Water pumps replacement / service
10	Car Parking Security and Maintenance
11	Council Welfare and Hygiene
12	Redecoration
13	Tree Cutting
14	Fire Security Contract
15	
<b>Total</b>	

### Reserves and Cyclical Repairs

18	Reserve Fund
<b>Total</b>	

### Professional Fees

19	Health & Safety Risk Assessment
20	Management Fees
21	Accountancy Fees
22	CSMC Accountancy Legal Fees
23	Stationery, Printing, Postage etc.
24	Communication Services
25	CSMC Office Expenses
26	Data Protection Registration Fee
27	Planning Costs
28	
<b>Total</b>	

### Total Annual Expenditure

CSMC Estimated 2016	CSMC Actual Costs 2016	Estimated Service Charge Costs 2017 Total
£12,000.00		£14,440.00
£3,000.00		£2,000.00
£3,000.00		£2,000.00
£6,000.00		£9,000.00
£9,000.00		£0.00
£5,500.00		£0.00
£300.00		£300.00
£100.00		£200.00
£500.00		£800.00
£250.00		£250.00
£100.00		£100.00
£10,325.00		£17,000.00
£1,750.00		£1,000.00
		£2,500.00
£51,825.00	£0.00	£49,590.00
£7,000.00	£7,000.00	£7,000.00
£7,000.00	£7,000.00	£7,000.00
£0.00		£1,500.00
£10,375.00		£10,375.00
£1,500.00		£1,000.00
£349.00		£349.00
£150.00		£150.00
£450.00		£450.00
£500.00		£500.00
£35.00		£35.00
£250.00		£0.00
£13,609.00	£0.00	£14,359.00
<b>£72,434.00</b>	<b>£7,000.00</b>	<b>£70,949.00</b>



# Service Fees for 2017

- Average based on £71k / 77 flats = £922
- How do we apportion?
- Flat size / No. Bedrooms / Schedule  
Maintenance / Redecoration / Communal  
Electricity / Cleaning / Parking Space
- A significant redecoration and improvement  
spend is taking place on Dudley and Fairfax



# Parking Management & Bids

- Reconfiguration of parking spaces
  
- **CSMC will not act on behalf of residents for any appeal with UK Parking**





# Rubbish & Recycling



# Rubbish & Recycling

- **Maidstone Borough Council (MBC) – possible food collection & fortnightly rubbish collections – 2017**
- Government initiative
- MBC assessment on individual bin stores
- Flats are open planned
- Home food caddy & master food caddy / compostable green bag liners (MBC = supply caddies not bags)
- If fortnightly scheme goes ahead, residents will receive a letter / rules outlined
- Subsequent letter with date roll out 2017



# Support to self-manage the estate

- **What can you help with?**
- Director, Contractors, Suppliers, Maintenance, Admin, Posting etc
- Please speak to a Director



# Resident Information Pack

- Version 2 – November 2016
  - Updates on property and site issues
  - Access online
  - Will send email
  - Some hard copies
- 
- Website [www.theoldhospitalmaidstone.co.uk](http://www.theoldhospitalmaidstone.co.uk)
  - Email [office@theoldhospitalmaidstone.co.uk](mailto:office@theoldhospitalmaidstone.co.uk)
  - General emails to residents
  - Telephone and voicemail Tel: 01622 616181



# Questions?

- ITEMS 6-10 only
- No questions about individual properties or circumstances; these can be dealt with after the meeting.



# AOB and Close

- **Church Street (Maidstone) Management Company Limited**  
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17-21 Ashford Road  
Maidstone  
Kent  
ME14 5FA
- **Telephone:** 01622 61 61 81
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- **Email:** [office@theoldhospitalmaidstone.co.uk](mailto:office@theoldhospitalmaidstone.co.uk)
- **Company Number:** 06545435

