

Service Charge Working Party Report to RCC, 25th March 2024

1. Members:

Bernie Burrows
Adam Hogg
Helen Hudson
Sandra Jenner – Chair
Frits van Kempen
Fred Rodgers
Sally Spensley

2. Areas of Activity since last report

Meeting, 14 December 23 Meeting

This meeting was fairly unproductive as the Asst Director asked to stop the meeting early in order to discuss with Officers how best to provide information for the meeting in future. In particular:

- Budget 23/24, actuals and forecast outturn.
- A timetable with milestones was required for the 24/25 budget
- Outstanding action points from previous meetings needed to be reviewed

Meeting, 7 March – minutes yet to be finalised

- Energy Audit
 - awaiting procurement sign off to formally appoint Auditor
 - kick-off meeting yet to be arranged, audit may take 3 months
- Metwin contract extension signed. No works over £500 to be undertaken without prior approval.
- Window repairs.
 - Warranties have not been used when they should have been
 - Repairs which breach Listing regulations will have to be redone
 - General lack of management oversight and cost control
- Deferred Payment Scheme for Major Works – paper due
- Waterproofing on balconies and roofs – report expected end March/mid April. Procurement of contractor and programme of work to follow
- 24/25 Budget, first cut – difficult to understand and analyse as some of the constituent costs had been recast with no prior explanation, no commentary provided nor explanations of variances.

Further meeting to be held mid-April:

- Allocation of costs between Repairs and Major Works being undertaken by Damon Ellis will be available
 - Supervision and Management – breakdown to be provided and commentary on each line
 - Technical and Services costs – clarity required on the allocation rules
 - A summary of all insurances, costs and cover is required
 - Car Park Attendants – clarity required on allocation of Supervisor and Manager costs
-
- 23/24 Repairs and Maintenance costs to be provided by House before the actuals are sent out to give House Groups time to raise any queries before they are billed.
 - Outstanding energy charge for 22/23. Reminder to be sent to leaseholders in May, preferably with an indication of the likely amount.

Service Charge Examination/Audit – delay due to data transfer issues, now resolved. Beever & Struthers have begun their analysis and a meeting is arranged with the resident nominees for 25th March.

Sandra Jenner
15th March 2024