



Nether Edge Management Company Limited

Directors' Report 2016-17

Introduction

It is now two and a half years since the implementation of the decision to dispense with the services of a managing agent. The Board remains convinced that this was the right decision as the estate continues to be run more efficiently and more effectively than pre-2015.

In December 2016, gyt Ltd, our business advisers, merged with BHP Chartered Accountants. We transferred some of our business - mainly finance related - to BHP. We are currently looking for another company for advice on HR matters.

Directors

There has been a stable 'core' of directors for the last 18 months, with three new directors joining us since December. We welcome and appreciate the skills, knowledge and interests brought to the Board by all our directors.

With two long-standing directors coming to the end of their term on 29 June, we are pleased to report that four leaseholders have expressed an interest in joining the Board. One of the documents on the website is a Director Nomination Form for completion if you wish to become a director of NEMC Ltd. Completed forms should be returned to the Estates Office before the date stated on the form. Alternatively, you can write to us at the usual Board email address and we will get back to you.

Staffing

The Facilities Team has continued to provide an excellent service, often above and beyond the call of duty. We would like to extend our thanks to all the team for their commitment and hard work, especially over the past few months when recruiting for a new Facilities Manager has dominated our agenda. This has involved staff covering at short notice and working extra shifts. The Board would also like to thank Keith Schofield for all the work he has done towards the on-site maintenance as well as his role as a Facilities Assistant.

There have been several changes in personnel over the last 12 months, with Simon and Dee joining the team as Facilities Assistants in recent months. Simone Fenton-Jarvis tendered her resignation as Head of Facilities Management at the end of 2016 in order to further her career. She remained employed on a reduced hours contract until May 2017. We would like to thank her for all she has achieved over the years for the benefit of the site.

Simone's resignation initiated a review of staffing. This included promoting Aislinn to Senior Facilities Assistant. We advertised for a new Facilities Manager and were pleased to be able to identify a shortlist of well-qualified applicants. We would like to thank Pauline Miller for agreeing to represent leaseholders on the interview panel. The panel and Board were unanimous in its decision to appoint Tracey Baker as Facilities Manager and she took up the role in May 2017.

Objectives

The Board's objectives for 2016 had been identified as a review of the Articles of Association and an enhancement of the site's environmental credentials. In order to make the Board more sustainable, we suggested a minor change to the Articles of Association to allow directors to remain on the Board for a longer period of time. However, this was not a popular proposal and it was withdrawn before the AGM. Fortunately, as has been already noted, we have been able to recruit sufficient directors since the AGM for the Board to remain viable.

Enhancing the site's environmental credentials has been carried out in a number of ways – from the installation of two new bike storage racks to a new air handling system in the Leisure Suite. When equipment is nearing the end of its natural life, we carefully consider whether it is worth further repair or could be replaced by something that is (for example) more energy-efficient.

When Simone tendered her resignation, we decided to focus on staffing matters, at least for the first half of 2017.

Finance

As noted by the accountants, overall there is a deficit of £4333. This has mainly been the result of unavoidable legal costs and fees for other professional services related to staffing – such as drawing up contracts - which could not have been anticipated and so were not budgeted for. Finance costs are also overbudget due to additional gvt costs for the previous year, which were invoiced, in the current year.

All expenditure is monitored carefully on a day-to-day basis and summarised with quarterly budget reviews. All expenditure over an agreed limit is subject to approval by the Board.

The Board avoided considerable expenditure by undertaking recruitment and interviewing for the new Facilities Manager in-house, using the extensive expertise of certain Board members in this field. The process was very time-consuming and we would like to thank the directors who were involved.

Communication

There are those leaseholders who prefer face-to-face communication, and attendance at the drop-in sessions has steadily increased since they were introduced last year. We would like to thank residents who have made useful suggestions for future developments on the site. One of these is for more social activities and this will be taken forward this year.

The newsletter has benefitted from the application of certain directors' writing, editing and publishing skills and residents have commented on its professional appearance.

Board of Directors

Nether Edge Management Co Ltd

June 2017

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