

## **Directors' Report 2019/2020**

The AGM in June 2019 was well attended and over quorate, 21 Attendees and 8 Proxy votes.

Clarification was provided on terrorism Insurance, NHS Speech Therapy income and the increases of staff cost, HR and bookkeeping was set against a reduction in the overall Estate and Leisure Centre.

The Financial Statements of Service Charge 2018 were duly adopted. The Accounts of the Nether Edge Management Company Limited year ending December 2018 were also duly received. The Minutes of the Annual General Meeting held on 19th September 2018 were duly received.

### **Service Charges**

During the summer of 2019 the site survey by Inform Surveyors was in progress, the survey was completed by the end of September. Inform submitted a report which is available on the [www.netheredgeliving.co.uk](http://www.netheredgeliving.co.uk) website for all registered members to access. The survey is based on a 10 year project, this will help NEMC to implement a planned project maintenance programme.

#### **Background**

In recent years, Service Charges have not increased in line with inflation nor the anticipated costs of running the estate, for example the Budget for 2018 was 8.64% greater than that for 2017, yet Service Charges were only increased by 1%. Because of this, although the 2019 budget was only slightly larger than the 2018 budget, the increase over what was actually charged in 2018 was 9.45%.

This was felt to be an unacceptable increase, therefore the Board decided to spread it over 2 or more years, depending on actual spending in 2019.

To accomplish this fairly, while ensuring that the Service Charges still related to the actual Budgets, the Room Charge for 2019 was reduced by 5.5% to £308.33, resulting in an overall average Service Charge increase of 5.44%.

#### **2020 charges**

The 2020 Total Budget across the whole site is £9547 higher than that of 2019.

To accomplish a fair percentage increase in Service Charges, a closer alignment with the actual budget is required to meet the challenges of an aging estate e.g. major repairs and general good maintenance etc.

These have been dealt with in 2018 and 2019 and will continue to be dealt with in 2020, in line with the Recent Site Survey recommendations.

To take account of the 5.5% reduction in 2019 this has been recovered in 2020 service charges (based on the 2019 figures). The overall average increase across the site equates to approximately £7.16 per month or £85.92 annual increase.

### **Leisure Suite**

Residents were delighted to welcome the long awaited Gym facelift, With the all new strength and resistance machines, free weights area and the existing cardio machines the Gym offers something to all residents who enjoy a thorough workout. We hope that in the future we can offer more fitness technology in terms of fitness on demand.

Tracey and her team worked hard to ensure that the gym was only out of commission for a short time during the re-fit of the new equipment, many thanks to all of the team for their dedication to NEMC.

This year has of course been one like no other due to Covid 19. This has been an unprecedented and difficult time for all and presented challenges for the estate, primarily the disappointing closure of the leisure facilities during lockdown. Happily, we were able to reopen the facilities at the beginning of August, thanks to the hard work of Tracey and team to ensure that we have safe steps in place to adhere to the latest government guidelines. Thank you to residents for adhering to these guidelines and ensuring that we all keep safe whilst being able to enjoy the wonderful facilities we have on site.

We greatly appreciate our present staff team and hope that they enjoy working with us. A big thank you to Caroline, Charlotte, Keith, Sam, Simon and Tom. A separate report from Tracey will indicate the scope and responsibilities of her role as Facilities Manager which is carried out with great skill.

### **Staff Update**

After reviewing the management support for the estate, the Board has appointed a part time Finance Manager - Julie Gill, to replace the bookkeeper Gill Turner. We would like to thank Gill for her hard work over the last 3 years. Julie joined the team on 27th September and will work alongside Tracey in the estate office. This will give additional resilience to the team and additional onsite presence for residents.

We hope you will join us in welcoming Julie to the team.

### **Breaches**

Unfortunately, over the last few months there has been an increase in the number of breaches of lease across the estate. This is something that the board takes extremely seriously and will be an area of focus over the coming months to ensure the estate remains a respectful place to live for all residents.

### **Board Membership**

There have also been a number of changes to the board membership this year. We say a huge thank you to the contributions of Pauline Pasley, Julie Steers and Sam Fearnough who all left the board this year. Meanwhile we have several new board members - Dennis Glerup, Thomas Shaw and Liz Cole.

We would welcome new applications to join our Board. Being a Director is very rewarding but can at times be time-consuming and demanding. The board is often challenged with a wide variety of issues that come to us for discussion, decision and approval. If you believe you could offer your commitment and skills, please contact us at [nemcboard@outlook.com](mailto:nemcboard@outlook.com)

Finally, a thank you to all shareholders who have been supportive over the last year. Our very best wishes **NEMC Board of Directors**

**Julie (Sandra) Bridge, Liz Cole, Dennis Glerup, Susan Goodlad and Thomas Shaw**

**2019 Facilities Report – Next page**

## **Facilities Report for the year 2019 supporting the 2020 AGM**

(For the period January 2019 - December 2019)

### **1. Health & Safety**

#### **Fire**

##### **Annual Fire Risk Assessment 2019**

All outstanding actions flagged by the Fire Risk assessment were completed apart from the access to gardens either side of Cliffe and Edward rear communal gardens.

**Sheaf 1 and Leisure Centre** evacuated in November 2019 (fire Brigade attended due to burnt out fan from pool air heat machine, creating electrical burning smell and smoke in pool area, Sheaf 1 corridor sounders upgraded as a result. Fan replaced.

**Kingswood apartment smoke detector/fire panel test** took place December 2019. And sounders in apartments were tested "at bedhead" decibel level – they were found to be below the recommended DB level and the Board agreed to have them upgraded in 2020.

#### **Electrical**

5 Year Electrical Testing (EICR) completed for all blocks and leisure facilities in September 2019. All actions acted upon.

**Internal staircase Kingswood** – anti slip tread strips placed on all stair treads.

### **2. Maintenance & Improvements**

#### **CCTV**

Full system replacement including cabling, cameras and recording equipment work completed by ESP Projects Sheffield in January 2019

#### **LED Lighting upgrade**

IMS access to change all streetlamps with LED bulbs

#### **Leisure Facilities Repainted**

Reception, gym and Studio – re painted

#### **Gym refurbished/new equipment**

In June 2019 - New free weights area created, with benches and free weights & mirrors. Resistance equipment replaced with very good secondhand Life Fitness equipment. New maintenance contract in place. New LED lighting installed.

#### **Pool Filter – Media Change**

Every 7 years approximately the pool filter media has to be changed, previously this was sand, this time this was replaced with a new product called OC-1 from Certikin, it's a 3d plastic shape, lighter than sand and could last up to 10 years before the next media replacement.

#### **Site Defibrillator**

In September 2019 – Defibrillator installed on the external wall by reception, the locked/alarmed cabinet has a Zoll defibrillator inside – the guarantee for the Defib is 7 years. The code has been given to the ambulance service who will provide it to anyone

calling 999 to gain access to the unit. The defibrillator is intended to be used by untrained people but the staff maybe in a situation where a resident needs help from a staff member if the incident occurs during opening hours.

### **Exterior Decoration**

Kingswood Apartment and Kingswood communal external windows, stucco, and doors - work completed September 2019.

### **Internal Decoration**

**Alexandra, Peveril, Edward, Cliffe, Victoria and Sheaf 1,2,3 - Under the dado redecorated** in summer/Autumn 2019.

**All entrance / stair carpets cleaned in all communal blocks** – work completed May/June 2019.

### **New Lift Contractor**

Curti Lifts have replaced The Elevator Company under a new contract from July 2019.

### **Electric Vehicle Charging**

An EV survey of residents was carried out in June 2019 over 30 residents responded to say in summary:

*Are you considering purchasing an electric vehicle in the next **12/18 months**?*

**Yes = 7 and if there is a charging point = 1**

**No = 18 More like 18-24 months and will be considering Hybrid/Electric = 7**

*Would you like to see Nether Edge have at least one EV charge point installed in each of the car parks?*

**Yes = 30 (some would like every bay to have a dedicated point)**

**No = 3**

*Do you think the charging points should be dedicated to EV use only?*

**Yes = 26 (1 person said VP shared during day and dedicated EV overnight)**

**No = 7 (shared or in own space)**

Initial quotes for 2 EV charge points outside the leisure suite in VP spaces was investigated/costed. To supply, install and commission Rolec Securicharge EV Charge.online 32A x 2 points (7kW each) to x2 visitor parking spaces outside Sheaf 1. £1249.64 (inc VAT)  
The Board decided to postpone this project.

### **Site Survey**

A site survey was conducted in August 2019 including a drone survey of all communal roofs. A summary of the report and suggestions for replacement/repair for the next 3 years is on the website – please note unless stated these prices are estimates by the surveyor not quotes. All work is quoted for at the time of work to be taken place. You should refer to your lease with reference to Leaseholder responsibilities.

## **3.Maintenance Issues**

### **Roofing:**

**Kingswood Northwing Chimney** - Missing slates and mortar work

**Alexandra Buildings** - Front and rear section of guttering replaced.

**Union Drive and Victoria Court** (by gate) garage gutters replaced.

**Victoria Tower above 23VC** - fiberglass roofing replaced felt roof

### **Sheaf 1,2,3 Ridge Tiles**

Unlike all other communal blocks on site which have ridge tiles fixed via a mechanical dry ridge system Sheaf 1,2,3 had a wet mortar ridge system. This was first brought to the attention of NEMC in 2009 in the Armson's Survey Report. The mortar had become dry and sandy and chunks of mortar were being found on the ground in car parks/pavements. The surveyor employed in 2019 for a site survey also flagged this issue. Autumn 2019 and S20 process was completed to replace all ridge tiles on Sheaf 1,2,3 with a dry ridge system with Sheaf 1 being completed before Christmas 2019 and Sheaf 2 & 3 planned for completion January/February 2020.

### **Gates**

October 2019 – A resident owner crashed into the Alexandra Gardens gate causing extensive damage to both rams, hinges etc. Our broker and insurer contacted the car driver's insurance company and they paid for the cost of repairs, which were circa £4k. Unfortunately, the gates were out of action for the rest of 2019.

**Tracey Baker - Facilities Manager**