

Fellowes Plain Estate Management Company Ltd

(Company Number 05074581)

NOTICE OF ANNUAL GENERAL MEETING AND AGENDA

NOTICE is hereby given that the Annual General Meeting of the Company will be held at the Chapelfield Methodist Church, Chapelfield Road, Norwich NR2 1SD, on Wednesday 15th November 2017 at 1830hrs to transact the following business:

1. Introductions
2. Attendance / Apologies
3. Approval of previous minutes
 - 3.1. AGM Held 16th November 2016
4. Appointment / Composition of the Board of Directors
5. To receive and adopt the reports and accounts of the Company for the years ending 31/12/2016
6. To appoint Sexty & Co as accountants for the 2017 accounts and to authorise the Directors to agree their remuneration.
7. To transact any other business. To date the following matters are on the agenda:
 - 7.1. Service Charge Accounts for years ending 31/12/2016
 - 7.2. Update on major activities of FPEMCL over past 12 months
 - 7.2.1. Update on St Stephen Church Use of Chapel as a community facility
 - 7.2.2. Change of managing agent
 - 7.2.3. Update on grounds maintenance and improvements to be completed over winter
8. AOB

Please forward any matters you wish to be discussed in writing to:
Fellowes Plain Estate Management Company Ltd
c/o NRM Ltd, Wherry Road, Norwich, NR1 1WS
or email to **fpemcl@nrmltd.co.uk** by 10th November 2017

BY ORDER OF THE BOARD

16th October 2017



Corporate Company Secretary
Fellowes Plain Estate Management Company Ltd

To assist the board of directors with arrangements, please email or reply in writing to confirm attendance.

Please email the following information to **fpemcl@nrmltd.co.uk**

In subject field "Your property Address" (i.e. 9 The Pavilion)

- Owners Name
- Whether attending AGM

Fellowes Plain Estate Management Company Ltd

(Company Number 05053547)

ANNUAL GENERAL MEETING - APPOINTMENT OF PROXY

I/we, the undersigned Member(s) of **Fellowes Plain Estate Management Company Limited**

appoint _____ (see note (1) attached) or failing him/her,

Mr(s) _____ Director of the Company, as my/our proxy to

attend and vote on my/our behalf at the Annual General Meeting of the Company to be held at Chapel Field Road Methodist Church, Chapel Field Road, Norwich, Norfolk NR2 1SD on Wednesday, 15th November, 2017 at 6.30pm.

I/We direct that my/our vote(s) be cast on the Resolutions to be considered at the Meeting as indicated by an X in the appropriate space(s) below (see note (4) attached)

Resolution	For	Against
Approval of previous minutes		
To receive Directors' Report & Statement of Account to 31/12/16		
To appoint Sexty & Co Accountants		
To re-elect Directors		

Date: _____ Signature (See notes (3) & (5) attached) _____

Full Name(s): _____

Address: _____

Notes:

1. If it is desired to appoint a person other than Mr/s or Mr/s as proxy, insert in block capitals the name of proxy, who need not be a member of the Company
2. To be valid this Form of Proxy together with the power of attorney or other written authority (if any) under which it is signed, nor a notarially certified office copy of such power or authority, must be deposited at (Registered address of Fellowes Plain Estate Management Company Limited) NOT LATER THAN 48 HOURS BEFORE THE TIME SET FOR THE MEETING
3. In the case of a corporation this Form of Proxy should be executed under its Common Seal or under the hand of an Officer, attorney or other person duly authorised to sign the same.
4. Unless otherwise directed the proxy will abstain or vote as he thinks fit.
5. In the case of joint holders, the vote of the senior who tenders a vote, whether in person or proxy, will be accepted to the exclusion of all other joint holders and for this purpose seniority will be determined by the order in which the names stand in the register of Members in respect of all joint holding. THE NAMES OF ALL JOINT HOLDERS SHOULD BE STATED.
6. Any alteration to this Form of Proxy should be initialled.

**An Open Letter from
the “Tender Sub-Committee” Directors of
Fellowes Plain Estate Management Company Limited**

Date: 21st August 2017

Dear Members / Residents,

By now you will have received the first correspondence from our new Managing Agent, Norwich Residential Management (NRM), who will be replacing Residential Management Group (RMG) on **16th September 2017**.

The purpose of this open letter is for us, the “Tender Sub-Committee” Directors of Fellowes Plain Estate Management Company Limited (FPEMCL), to take the opportunity to explain the reasons for the change, the process we went through in the selection of the successful applicant for the new contract for Managing Agent, why Norwich Residential Management (NRM) were chosen to replace Residential Management Group (RMG) and what the future holds for our development.

Why retender the Managing Agent contract?

FPEMCL went into residential Director control in April 2016.

Since moving into residential control the appointed residential Directors have worked hard to make many improvements and to tightly control costs, meeting once every 4 weeks. Community-use of The Chapel has been established (a requirement of the planning permission for the development), insurance premiums have been reviewed and reduced, the grounds maintenance contractor has been changed with corrective works now ongoing, all trees have been surveyed and maintained, block paving has been repaired and Reserve Funds have been significantly strengthened. There is of course much more to do.

In April 2017, the Directors agreed that with good progress being made across many areas that it was now appropriate to review the contract for the role of Managing Agent. The incumbent Managing Agent (RMG) was first appointed 10 years ago by Persimmon and the Directors wished to revisit the marketplace to ensure that FPEMCL continued to receive the best value and that service levels continued to be aligned with requirements. The fixed period for the existing contract passed in 2016 and the current contract was rolling forward with a 3 month notice period.

The Selection Process

Directors formed a Tender Sub-Committee (Hazel, Penny, Kim, John, Neil and James) and in a meeting on 12th April 2017 the process to be used for the selection of Managing Agent was agreed. Checklists based upon ARMA guidelines would be used to gather all service levels and service fees and the completed checklists would be used to compare tenders on a like-for-like basis. Hazel wrote to RMG on 16th June 2017 to inform them that FPEMCL would be ending the existing contract whilst at the same time inviting RMG to participate in the upcoming selection process for the new contract.

Through their wide ranging experience, the Sub-Committee developed a detailed 90-point checklist, with ~60 questions on service fees and ~30 questions on service levels. To participate in the selection process prospective Managing Agents would be required to complete the 90-point checklist without exception. Copies of example Leases, audited accounts, sites plans and Reserve Expenditure Policy would also be provided to each interested Company.

The Sub-Committee agreed the contents of the final checklist in a meeting on 30th May 2017 and the Sub-Committee then approached a total of 7 different Managing Agents, three National and four Norwich-based. Checklists were completed by 3 interested Companies, one National and two Norwich-based.

Prior to final tenders being submitted, Directors offered an on-site meeting with each interested Company during which the development could be discussed, Directors and Company representatives could walk the grounds and buildings and the ongoing challenges could be discussed along with how each Company could best deliver against the checklist.

Three sealed tenders were submitted to the Sub-Committee on Monday 31st July 2017 at 5pm. The Sub-Committee then completed a detailed examination of each submission, comparing each of the ~90-points across all three submissions. This meeting took 4 hours during which the Sub-Committee concluded that the first submission was prohibitive due to the cost being (at least) double the cost of each of the other two submissions, and that the second submission had a significantly higher price differential which could not be justified by the Sub-Committee Directors for a level of service matched by the third. The decision was therefore made by the Sub-Committee Directors (without objection) to award the new contract for Managing Agent to NRM.

FPEMCL has subsequently signed a 12 month contract with NRM. The Sub-Committee has informed all prospective Managing Agents of the outcome of the tender and provided suitable feedback on good terms. FPEMCL Directors have asked NRM to formally write to all members to introduce themselves, to ask members to provide updated contact details and to include this open letter from the Tender Sub-Committee.

The Future

FPEMCL Directors look forward to working with NRM to deliver tight budget control without compromising the level of service to the development.

The short term priorities are to ensure a smooth transition from the previous Managing Agent and to agree the 2018 Budget.

In the medium term, remedial works to The Chapel and the brick wall along St Stephens Road will be necessary, together with grounds improvements to the area at the corner of Wessex Street & Union Street.

Yours sincerely,

Tender Sub-Committee Directors

Open Letter approved by Tender Sub-Committee Directors present at Directors Meeting, Monday 21st August 2017.

Fellowes Plain EstateExpenditure for the Periodfrom 1st January 2016 to 31st December 2016**Accountant's report of factual findings to the Managing Agent of Fellowes Plain Estate**

You have stated that an audit of the service charge accounts in accordance with International Standards on Auditing is not required under the terms of the lease for Fellowes Plain Estate.

In accordance with the terms of our engagement letter we have performed the procedures agreed with you and enumerated below with respect to the service charge accounts set out on pages two to six in respect of Fellowes Plain Estate for the year ended 31st December 2016 in order to provide a report of factual findings about the service charge accounts that you have issued.

This report is made to the Managing Agent for issue with the service charge accounts in accordance with the terms of our engagement. Our work has been undertaken to enable us to make this report to the Managing Agent and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Managing Agent for our work or for this report.

Basis of report

Our work was carried out having regard to TECH 03/11 Residential Service Charge Accounts published jointly by the professional accountancy bodies with ARMA and RICS. In summary, the procedures we carried out with respect to the service charge accounts were:

1. We obtained the service charge accounts and checked whether the figures in the accounts were extracted correctly from the accounting records maintained by or on behalf of the Landlord;
 2. We checked, based on a sample, whether entries in the accounting records were supported by receipts, other documentation or evidence that we inspected; and
 3. We checked whether the balance of service charge monies for this property shown on the balancing statement of the service charge accounts agreed or reconciled to the bank statement(s) for the account(s) in which the funds are held.
- Because the above procedures do not constitute either an audit or a review made in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements, we do not express any assurance on the service charge accounts other than in making the factual statements set out below.

Had we performed additional procedures or had we performed an audit or review of the financial statements in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements, other matters might have come to our attention that would have been reported to you.

Report of factual findings:

- (a) With respect to item 1 we found the figures in the statement of account to have been extracted correctly from the accounting records.
- (b) With respect to item 2 we found that those entries in the accounting records that we checked were supported by receipts, other documentation or evidence that we inspected.
- (c) With respect to item 3 we found that the balance of service charge monies shown on the balancing statement of the service charge accounts agrees or reconciles to the bank statement for the account(s) in which the funds are held.

Date: May 11, 2017
 6-7 Castle Gate
 Castle Street
 Hertford
 Hertfordshire
 SG14 1HD

Thomas David
 Signature: Thomas David (May 11, 2017)
 Thomas David
 Chartered Accountants and
 Statutory Auditors

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Service Charge Statement of Account for Fellowes Plain EstateFor the Accounting Period from 1st January 2016 to 31st December 2016**Income and Expenditure Account**

	£	Actual £	Budget £
Repairs & Maintenance			
Cleaning Contract	100	1,000	
Lift Maintenance	13	500	
Fire Equipment Maintenance	150	600	
Electrical Maintenance & Repairs	2,863	1,000	
General Repairs & Maintenance	2,454	1,500	
Pest Control	-	200	
Bin Hire Costs	147	102	
Grounds Maintenance			
Grounds Maintenance	17,607	23,162	
Tree Surgery	-	2,400	
Insurance			
Public Liability Insurance	730	756	
Buildings Insurance	5,965	6,130	
Professional Fees			
Management Fees	8,386	8,386	
Company Secretarial Fees	852	852	
Accountancy Fees	646	620	
Health & Safety	-	500	
Business Rates	5,832	4,450	
Sundry Expenses	4,018	4,418	
Venue Hire	68	100	
Utilities			
Electricity	52	500	
Water	93	200	
Contributions Transferred to Reserve Fund			
Reserve Fund Contribution	40,001	40,000	
TOTAL EXPENDITURE		<u>89,997</u>	<u>97,376</u>
Income			
Service Charges Receivable	57,377		
Reserve Charges Receivable	40,001		
		97,378	
Interest Received			
Bank Interest Received	47		
Other Income			
	3,992		
SURPLUS/DEFICIT AT END OF ACCOUNTING PERIOD		<u>11,420</u>	

Approved by the Board on 05-MAY-2017 and signed on its behalf by

J. Rollinson
 Director JAMES ROLLINSON

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Service Charge Statement of Account for Fellowes Plain EstateBalancing Statement as at 31st December 2016

	Notes	£	£
ASSETS			
Service Charges Owed by Tenants			1,877
Sundry Debtors			3,197
Sums Paid in this Period but Relating to Subsequent Periods	4		4,454
Balances Held: Cash at Bank and in Hand	5		103,755
			<u>113,283</u>
LESS: LIABILITIES			
Costs Relating to this or Previous Period but not Yet Paid	6	3,856	
Sundry Creditors		2,685	
Surplus for the Period to be Credited		11,420	
			<u>17,761</u>
NET ASSETS / (LIABILITIES)			<u>95,522</u>
RESERVE FUND	3		63,976
INCOME & EXPENDITURE RESERVE	8		31,546
			<u>95,522</u>

Approved by the Board on 05-MAY-2017 and signed on its behalf by

J. Rollinson
 Director JAMES ROLLINSON

Notes to Service Charge Statement of Account for Fellowes Plain Estate**For the Accounting Period from 1st January 2016 to 31st December 2016****1 Accounting policies**

The accounts are prepared in accordance with the lease and on the accruals basis.

2 Tax provided on bank interest received

Service charge monies are held on trust in accordance with section 42, Landlord and Tenant Act 1987. Interest earned on service charge monies held on deposit is taxable at the basic rate of income tax. The rate of tax applied to interest received during the period was 20%.

3 Reserve Fund(s)

The reserve fund has been established in accordance with the lease to provide funds to meet the costs of future anticipated expenditure. A breakdown per schedule can be found in Appendix A

	£	£
Balance Brought Forward from 1st January 2016	25,559	
Reserve Fund Bank Account Interest Received	49	
Reserve Contributions	40,001	
	<u>65,609</u>	
Less Expenditure	(1,633)	
	<u>63,976</u>	
Reserve Fund Bank Account Total	67,635	
Net Liabilities due from Reserve Funds	(3,659)	
Balance Carried Forward as at 31st December 2016	<u>63,976</u>	

Notes to Service Charge Statement of Account for Fellowes Plain Estate**For the Accounting Period from 1st January 2016 to 31st December 2016****4 Sums Paid in this Period but Relating to Subsequent Periods**

	£
Lift Maintenance	77
Public Liability Insurance	240
Buildings Insurance	2,699
Business Rates	1,438
	<u>4,454</u>

5 Balances Held: Cash at Bank and In Hand

	£
Cash at Bank and in Hand - Major Works - Section 20	11,287
Cash at Bank and in Hand - Reserve - All Units	56,348
Cash at Bank and in Hand - Service Charge - All Units	32,049
Cash at Bank and in Hand - The Chapel	4,071
	<u>103,755</u>

All bank accounts are held in trust, in interest bearing accounts, in accordance with S.42 (Landlord & Tenant Act 1987) at:
Halifax Bank of Scotland (HBOSS), New Usher House, 11 Earl Grey Street, EH3 9BN

Under the title:

Account Name: Fellowes Plain Estate Client A/C
Account Number(s): 06882272 06882280 06671625 10206286

Notes to Service Charge Statement of Account for Fellowes Plain Estate**For the Accounting Period from 1st January 2016 to 31st December 2016****6 Costs Relating to this or Previous Period but not Yet Paid**

	£
Fire Equipment Maintenance	150
Electrical Maintenance & Repairs	1,616
Bin Hire Costs	29
Grounds Maintenance	1,001
Engineering & Lift Insurance	90
Accountancy Fees	646
Sundry Expenses	(400)
Electricity	413
Water	111
	<u>3,656</u>

7 Managing Agents Annual Declaration

During the period the Residential Management Group Limited, in addition to acting as agent, charged appropriate fees to the service charge for the following services:

Carrying out Company Secretarial duties
Provision of Accountancy Services
Placement and administration of the insurance contract
Risk assessments and compliance with Health & Safety requirements

8 Income & Expenditure Reserve

	£
Balance Brought Forward from 1st January 2016	0
Previous Years Surplus transferred	31,546
Income & Expenditure Reserve Balance as at 31st December 2016	<u>31,546</u>

Appendix to Service Charge Statement of Account for Fellowes Plain Estate**For the Accounting Period from 1st January 2016 to 31st December 2016****Reserve Fund - All Units**

	£	£
Balance Brought Forward from 1st January 2016	25,559	
Reserve Fund Bank Account Interest Received	49	
Reserve Contributions	40,001	
Less Expenditure	(1,633)	
Stained Glass Window	<u>63,976</u>	

Members of:



**NORWICH
RESIDENTIAL
MANAGEMENT**

Wherry Road, Norwich, NR1 1WS
Office: 01603 670050
fpecl@nrmltd.co.uk
www.nrmltd.co.uk / www.fpemcl.co.uk

Norwich Residential Management & NRM
are trading names of Norwich Residential Management Ltd

Request to update Personal contact information

Norwich Residential Management (NRM) is registered as a Data Controller with the appropriate government body. NRM will only use this Contact Information supplied by you for the purposes of providing property management services to property owners (for example, all formal / legal notices will always be posted to your nominated postal address). Norwich Residential Management will share your Contact Information with relevant management companies (listed within your lease) for the purpose of updating your Contact Details as held on databases.

Updating the Contact Information for all Property owners will ensure a rapid response to emergencies which affect your property / block. All formal / legal notices will always be posted to your nominated postal address.

Please complete the following information and return to:

Norwich Residential Management Ltd
Wherry Road
Norwich
NR1 1WS

Property Owner: _____

Property Address: _____

Correspondence Address: _____

Phone No: Home: _____ Mobile: _____

Email: _____

If rented and Managed by Agent:

Agent Name: _____

Contact Number: _____

Email: _____

Alternatively you can email the relevant details to us.

Email: fpecl@nrmltd.co.uk