



ST ANNES QUARTER

SERVICE CHARGE ACCOUNTS

FOR THE YEAR TO 31ST MARCH 2024



**ST ANNES QUARTER**  
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**FOR THE YEAR TO 31ST MARCH 2024**

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**ST ANNES QUARTER**  
**PROPERTY INFORMATION**  
**FOR THE YEAR TO 31ST MARCH 2024**

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Property Address	St Annes Quarter St Ann Lane Norwich NR1 1FY
Housing Association	Orbit Garden Court Harry Weston Road Binley Business Park Binley Coventry CV3 2SU
Auditors	TC Group Chartered Accountants & Registered Auditors 1st Floor, Ocean Village Innovation Centre Ocean Way Ocean Village Southampton SO14 3JZ

**ST ANNES QUARTER  
HOUSING ASSOCIATION'S REPORT  
FOR THE YEAR TO 31ST MARCH 2024**

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Orbit Group is the Housing Association responsible for the production of the service charge certificate for the Year to 31st March 2024 in respect of St Annes Quarter.

We can confirm that these service charge accounts have been produced in compliance with the terms set out in the transfer document and, according to the information available to us, the attached statement of service charge expenditure, shown on page 4 - 10, records the true cost to the landlord of providing services to the property for the year.

*Gabriela Pasciak*

Dated 26/02/2025

**For and on behalf of Orbit Group**

**INDEPENDENT AUDITOR'S REPORT TO THE HOUSING ASSOCIATION OF  
ST ANNES QUARTER  
FOR THE YEAR TO 31ST MARCH 2024**

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**Opinion**

We have audited the accompanying service charge accounts for St Annes Quarter for the year ended 31st March 2024, which comprises the statement of service charge income and expenditure account, balance sheet as at 31st March 2024, and related notes. The accounts have been prepared in accordance with the accounting policies set out in Note 1 to the accounts.

In our opinion, the service charge accounts for St Annes Quarter for the year ended 31st March 2024 are prepared, in all material respects, in accordance with the accounting policies set out in Note 1 to the accounts.

**Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of these accounts in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to compliance with Landlords and Tenants Act 1985 and 1987.
- We understood how the company is complying with those frameworks by making enquiries of management and those responsible for legal and compliance procedures. We corroborated our enquiries through discussions with those charged with governance.
- We assess the susceptibility of the financial statements to material misstatement, including how fraud might occur, by discussion with management from various parts of the business to understand where they considered there was a susceptibility to fraud. We considered the procedures and controls that the company has established to prevent and detect fraud, and how these are monitored by management, and also any enhanced risk factors such as performance targets.
- Based on our understanding, we designed our audit procedures to identify any non-compliance with laws and regulations identified in the paragraphs above.
- We also performed audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Auditors.

**Use of our report**

Without modifying our opinion, we draw attention to Note 1 to the accounts which describes the basis of accounting. Our report has been prepared pursuant to the terms of our engagement letter and for no other purpose. No person is entitled to rely on this report unless such a person is a person entitled to rely upon this report by virtue of our engagement letter or has been expressly authorised to do so by our prior written consent. Save as above, we do not accept responsibility for this report to any other person or for any other purpose and we hereby expressly disclaim any and all such liability.

*TC Group*

TC Group  
Chartered Accountants & Registered Auditors  
Southampton  
SO14 3JZ

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

	2024	2023
Note	Actual £	Actual £
<b><u>Income</u></b>		
Service Charge Income	177,547	165,240
<b>Total Income</b>	<b>177,547</b>	<b>165,240</b>

**Expenditure**

**Schedule 1 - Estate - St Annes Quarter (Residential Only)**

Repairs	-	77
	-	<b>77</b>

**Schedule 2 - Estate - St Annes Quarter (Residential & Commercial)**

Ad-Hoc Cleaning Costs	1,470	2,904
Ad-Hoc Grounds Work	2,400	150
Audit Fees	5,496	5,136
Bin Cleaning	4,788	3,612
Bio-Hazard Cleans	2,220	-
Bulk Waste Removal	1,548	2,944
CCTV Systems	-	86
Cleaning Contracts	30,847	28,705
Communal Legionella Inspections	97	433
Electricity	24,236	1,759
Fire Equipment Repairs Contract	17,039	341
Fire Equipment Servicing Contract	9,927	788
Grounds Contract	13,697	8,118
Grounds Maintenance Tree Works	-	1,296
Minor Equipment Purchases	606	-
Other Scheme Costs	-	3,999
Pest Control	282	1,725
Refuse Bin Collection	6,481	-
Repairs	3,065	11,641
Security Equipment Repairs	706	542
Signage	2,814	-
Window Cleaning	2,685	1,338
	<b>130,404</b>	<b>75,517</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

	2024	2023
Note	Actual £	Actual £
<b>Schedule 3 - St Annes Quarter Parking Area</b>		
Auto Gate/Barrier Repairs	653	2,576
Auto Gate/Barrier Service Contract	594	101
Bulk Waste Removal	108	-
Electricity	16,158	2,500
Emergency Lighting Repairs Contract	4,234	5,192
Emergency Lighting Servicing Contract	785	738
Fire Equipment Repairs Contract	-	6,342
Fire Equipment Servicing Contract	-	9,120
Repairs	200	257
Security Equipment Repairs	171	-
	<b>22,903</b>	<b>26,826</b>
<b>Schedule 4 - Property Specific Expenditure</b>		
Buildings Insurance	15,995	13,750
Management Fee	28,350	31,950
Sinking Fund Contribution	14,141	14,168
	<b>58,486</b>	<b>59,868</b>
<b>Schedule 5 - Block 1-8 Fox House</b>		
Bulk Waste Removal	43	-
Communal Legionella Inspections	97	-
Door Entry Repairs	57	86
Electricity	1,043	260
Emergency Lighting Repairs Contract	400	378
Emergency Lighting Servicing Contract	422	403
Fire Equipment Repairs Contract	-	138
Fire Equipment Servicing Contract	465	360
Fire Risk Assessments	480	-
Repairs	106	159
Security Equipment Repairs	-	7
Water Pumps Servicing Contract	18	-
	<b>3,131</b>	<b>1,791</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

	2024	2023
Note	Actual £	Actual £
<b>Schedule 6 - Block 1-14 Wharf House</b>		
Ad-Hoc Cleaning Costs	90	135
Communal Legionella Inspections	-	136
Door Entry Repairs	390	-
Electricity	2,699	2,274
Emergency Lighting Repairs Contract	999	946
Emergency Lighting Servicing Contract	845	806
Fire Equipment Repairs Contract	350	208
Fire Equipment Servicing Contract	623	600
Fire Risk Assessments	455	-
Lightning Protection	-	281
Repairs	228	548
Water Pumps Servicing Contract	58	-
	<b>6,737</b>	<b>5,934</b>
<b>Schedule 7 - Block 1-6 Lords Gardens</b>		
Ad-Hoc Cleaning Costs	60	-
Bulk Waste Removal	13	-
Communal Legionella Inspections	19	-
Door Entry Repairs	329	66
Electricity	1,168	844
Emergency Lighting Repairs Contract	519	492
Emergency Lighting Servicing Contract	422	403
Fire Equipment Repairs Contract	-	948
Fire Equipment Servicing Contract	2,153	360
Fire Risk Assessments	88	174
Health & Safety Inspections	-	3
Lightning Protection	35	67
Repairs	142	99
TV Aerial	-	21
Water Pumps Servicing Contract	25	-
	<b>4,973</b>	<b>3,477</b>



**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

	2024	2023
Note	Actual £	Actual £
<b>Schedule 8 - Block 7-50 Lords Gardens</b>		
Ad-Hoc Cleaning Costs	-	72
Bulk Waste Removal	95	-
Communal Legionella Inspections	142	-
Door Entry Repairs	1,999	832
Electricity	18,237	8,158
Emergency Lighting Repairs Contract	4,150	5,521
Emergency Lighting Servicing Contract	709	665
Fire Equipment Repairs Contract	2,682	983
Fire Equipment Servicing Contract	3,292	1,380
Fire Risk Assessments	647	1,277
Health & Safety Inspections	-	24
Lift Inspections	1,056	864
Lift Repairs Contract	96	880
Lift Servicing Contract	3,452	2,717
Lightning Protection	259	494
Repairs	754	701
TV Aerial	-	153
Water Pumps Servicing Contract	181	-
	<b>37,751</b>	<b>24,721</b>
<b>Schedule 9 - Block 1-22 Mineral Court</b>		
Communal Legionella Inspections	205	-
Door Entry Repairs	-	257
Electricity	2,499	2,050
Emergency Lighting Repairs Contract	1,238	1,173
Emergency Lighting Servicing Contract	578	550
Fire Equipment Repairs Contract	2,555	1,846
Fire Equipment Servicing Contract	1,184	1,152
Fire Risk Assessments	455	-
Other Scheme Costs	-	168
Repairs	85	-
Security Equipment Repairs	3,815	-
Water Pumps Servicing Contract	91	-
	<b>12,705</b>	<b>7,196</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

	2024	2023
Note	Actual £	Actual £
<b>Schedule 10 - Block 1-64 Bartholomew Court</b>		
Bulk Waste Removal	538	-
Electricity	21,663	13,165
Fire Equipment Repairs Contract	952	-
Fire Equipment Servicing Contract	1,511	-
Fire Risk Assessments	735	-
Repairs	167	-
Security Equipment Repairs	96	58
Water Pumps Servicing Contract	141	-
	<b>25,803</b>	<b>13,223</b>
<b>Schedule 11 - Core 1-44 Bartholomew Court</b>		
Ad-Hoc Cleaning Costs	-	510
Bio-Hazard Cleans	34	-
Bulk Waste Removal	108	-
Door Entry Repairs	-	419
Emergency Lighting Repairs Contract	3,355	3,178
Emergency Lighting Servicing Contract	693	660
Fire Equipment Repairs Contract	1,220	1,105
Fire Equipment Servicing Contract	664	1,014
Lift Inspections	432	432
Lift Repairs Contract	1,042	189
Lift Servicing Contract	838	1,304
Pest Control	288	-
Security Equipment Repairs	102	-
	<b>8,776</b>	<b>8,811</b>
<b>Schedule 12 - Core 45-47 Bartholomew Court</b>		
Door Entry Repairs	51	-
Emergency Lighting Repairs Contract	439	-
Emergency Lighting Servicing Contract	435	-
Repairs	85	-
	<b>1,010</b>	<b>-</b>
<b>Schedule 13 - Core 48-64 Bartholomew Court</b>		
Door Entry Repairs	153	-
Emergency Lighting Repairs Contract	1,718	-
Emergency Lighting Servicing Contract	592	-
Fire Equipment Servicing Contract	923	-
	<b>3,386</b>	<b>-</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

Note	2024 Actual £	2023 Actual £
<b>Schedule 14 - Block 1-32 Hop Pole Yard</b>		
Bulk Waste Removal	768	-
Communal Legionella Inspections	188	-
Door Entry Repairs	-	43
Electricity	6,668	7,966
Fire Equipment Repairs Contract	2,736	1,753
Fire Equipment Servicing Contract	-	805
Fire Risk Assessments	735	-
Health & Safety Inspections	-	203
Lift Inspections	624	312
Lift Repairs Contract	1,014	165
Lift Servicing Contract	1,169	1,921
Lift Telephone	-	2,817
Lightning Protection	-	281
Security Equipment Repairs	51	-
TV Aerial	-	201
Water Pumps Servicing Contract	70	-
	<b>14,023</b>	<b>16,467</b>
<b>Schedule 15 - Core 1-4 Hop Pole Yard</b>		
Ad-Hoc Cleaning Costs	135	-
Emergency Lighting Repairs Contract	320	303
Emergency Lighting Servicing Contract	422	406
Fire Equipment Servicing Contract	243	240
Repairs	42	-
Security Equipment Repairs	51	127
	<b>1,213</b>	<b>1,076</b>
<b>Schedule 16 - Core 5-32 Hop Pole Yard</b>		
Ad-Hoc Cleaning Costs	405	135
Emergency Lighting Repairs Contract	1,798	1,702
Emergency Lighting Servicing Contract	578	554
Fire Equipment Repairs Contract	358	1,842
Fire Equipment Servicing Contract	1,189	1,152
Security Equipment Repairs	-	207
	<b>4,328</b>	<b>5,592</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2024**

	2024	2023
Note	Actual £	Actual £
<b>Schedule 17 - Block 1-9 Austin House</b>		
Bulk Waste Removal	32	-
Communal Legionella Inspections	12	4
Door Entry Repairs	153	57
Electricity	2,100	4,068
Emergency Lighting Repairs Contract	439	416
Emergency Lighting Servicing Contract	435	406
Fall Arrest	-	81
Fire Equipment Repairs Contract	2,673	450
Fire Equipment Servicing Contract	1,036	1,008
Fire Risk Assessments	76	26
Repairs	390	-
Security Equipment Repairs	592	-
Water Pumps Servicing Contract	20	-
	<b>7,958</b>	<b>6,516</b>
<b>Schedule 18 - Block 10-57 Austin House</b>		
Bulk Waste Removal	171	72
Communal Legionella Inspections	62	23
Door Entry Repairs	878	371
Electricity	5,347	8,785
Emergency Lighting Repairs Contract	2,277	363
Emergency Lighting Servicing Contract	709	198
Fall Arrest	-	429
Fire Equipment Repairs Contract	626	935
Fire Equipment Servicing Contract	1,616	1,380
Fire Risk Assessments	404	139
Lift Inspections	432	432
Lift Repairs Contract	2,609	-
Lift Servicing Contract	1,436	109
Repairs	643	156
Security Equipment Repairs	3,092	-
Water Pumps Servicing Contract	106	-
	<b>20,408</b>	<b>13,392</b>
<b>Total Expenditure</b>	<b>363,995</b>	<b>270,484</b>
<b>Surplus/(Deficit) for the Year</b>	<b>(186,448)</b>	<b>(105,244)</b>

**ST ANNES QUARTER**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR TO 31ST MARCH 2024**

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**1. ACCOUNTING POLICIES**

The accounts are prepared in accordance with the provisions of the transfer document and on the accruals basis.

**2. DEFICIT AS AT 31ST MARCH 2024**

The net deficit for the year will be recovered from the residents in accordance with the terms contained within their leasehold agreement or first deed of transfer.

**3. SERVICE CHARGE INCOME**

Service Charge Income reflects tenant contributions as budgeted / collected in accordance with previous statements issued.

**4. CONNECTED PARTIES**

Other than management fees, Orbit has received no income, related income or other benefits in relation to the service charge for St Annes Quarter for the year ended 31st March 2024.