



ST ANNES QUARTER

SERVICE CHARGE STATEMENT

FOR THE YEAR TO 31ST MARCH 2022



ST ANNES QUARTER
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FOR THE YEAR TO 31ST MARCH 2022

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ST ANNES QUARTER
PROPERTY INFORMATION
FOR THE YEAR TO 31ST MARCH 2022

| | |
|------------------|--|
| Property Address | St Annes Quarter St Ann Lane Norwich NR1 1FY |
| Managing Agent | 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 2022**

Orbit Group is the Housing Association responsible for the production of the service charge certificate for the Year to 31st March 2022 in respect of St Annes Quarter.

We can confirm that this service charge statement has 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 - 6, records the true cost to the landlord of providing services to the property for the year.

Gabriela Pasciak

Dated 31/07/2024

For and on behalf of Orbit Group



**INDEPENDENT AUDITOR'S REPORT TO THE MANAGING AGENT OF
ST ANNES QUARTER
FOR THE YEAR TO 31ST MARCH 2022**

Opinion

We have audited the accompanying service charge statement for St Annes Quarter for the year ended 31st March 2022, which comprises the statement of service charge income and expenditure account and related notes. The statement has been prepared in accordance with the accounting policies set out in Note 1 to the statement.

In our opinion, the service charge statement for St Annes Quarter for the year ended 31st March 2022 are prepared, in all material respects, in accordance with the accounting policies set out in Note 1 to the statement.

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. 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
02.08.2024

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2022

| | Note | 2022 Actual £ | 2021 Actual £ |
|---|------|---------------------|---------------------|
| <u>Income</u> | | | |
| Service Charge Income | | 124,972 | 115,821 |
| Total Income | | 124,972 | 115,821 |
| <u>Expenditure</u> | | | |
| Schedule 1 - Estate | | | |
| Ad-Hoc Cleaning Costs | | 2,029 | 540 |
| Ad-Hoc Grounds Work | | 1,282 | - |
| Audit Fees | | 4,800 | 4,800 |
| Bin Cleaning | | 2,993 | - |
| Bulk Waste Removal | | 1,838 | 934 |
| Cleaning Contracts | | 28,946 | 5,784 |
| Electricity | | 4,807 | 3,574 |
| Estate Maintenance | | 15,787 | 34,843 |
| Fire Equipment Repairs Contract | | - | 114 |
| Health & Safety Inspections | | 282 | - |
| Other Scheme Costs | | 6,336 | - |
| Pest Control | | 3,763 | - |
| Pump (Water/Sewerage) Servicing | | 1,060 | 1,575 |
| Repairs | | 598 | 58 |
| Security Equipment Repairs | | 259 | 670 |
| | | 74,780 | 52,892 |
| Schedule 2 - St Annes Quarter Parking Area | | | |
| Auto Gate/Barrier | | 201 | 372 |
| Electricity | | 2,500 | 2,500 |
| Emergency Lighting Repairs Contract | | - | 636 |
| Emergency Lighting Servicing Contract | | - | 240 |
| Fire Equipment Servicing Contract | | 4,080 | - |
| Pest Control | | 450 | - |
| Security Equipment Repairs | | 60 | - |
| | | 7,291 | 3,748 |
| Schedule 3 - Property Specific Expenditure | | | |
| Buildings Insurance | | 6,305 | 4,875 |
| Management Fee | | 22,800 | 19,575 |
| Sinking Fund Contribution | | 5,877 | 5,477 |
| | | 34,982 | 29,927 |

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2022

| Note | 2022 Actual £ | 2021 Actual £ |
|---|---------------------|---------------------|
| Schedule 4 - Block 1-8 Fox House | | |
| Electricity | 261 | 960 |
| Emergency Lighting Repairs Contract | 360 | 330 |
| Emergency Lighting Servicing Contract | 396 | 372 |
| Fire Risk Assessments | 220 | - |
| Health & Safety Inspections | 90 | - |
| Other Scheme Costs | 581 | - |
| Repairs | 6 | - |
| Security Equipment Repairs | 7 | 60 |
| TV Aerial | 84 | - |
| | 2,005 | 1,722 |
| Schedule 5 - Block 1-14 Wharf House | | |
| Door Entry Repairs | - | 132 |
| Electricity | 3,781 | 1,766 |
| Emergency Lighting Repairs Contract | 825 | 900 |
| Emergency Lighting Servicing Contract | 792 | 792 |
| Fire Equipment Repairs Contract | 513 | - |
| Fire Equipment Servicing Contract | 1,056 | 1,800 |
| Fire Risk Assessments | 165 | - |
| Health & Safety Inspections | 544 | - |
| Lightning Protection | 281 | - |
| Other Scheme Costs | 581 | - |
| Repairs | 117 | - |
| Security Equipment Repairs | 278 | - |
| | 8,933 | 5,390 |
| Schedule 6 - Block 1-6 Lords Gardens | | |
| Electricity | 3,084 | 1,164 |
| Emergency Lighting Repairs Contract | 468 | 468 |
| Emergency Lighting Servicing Contract | 396 | 396 |
| Fire Equipment Repairs Contract | 27 | - |
| Fire Equipment Servicing Contract | 516 | 576 |
| Fire Risk Assessments | 40 | 40 |
| Health & Safety Inspections | 27 | - |
| Lightning Protection | 81 | - |
| Other Scheme Costs | 70 | - |
| Security Equipment Repairs | 375 | 16 |
| | 5,084 | 2,660 |

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2022

| | Note | 2022 Actual £ | 2021 Actual £ |
|--|------|---------------------|---------------------|
| Schedule 7 - Block 7-50 Lords Gardens | | | |
| Electricity | | 8,158 | 4,844 |
| Emergency Lighting Repairs Contract | | 936 | 468 |
| Emergency Lighting Servicing Contract | | 228 | - |
| Fire Equipment Repairs Contract | | 1,595 | - |
| Fire Risk Assessments | | 290 | 290 |
| Health & Safety Inspections | | 200 | - |
| Lift Repairs Contract | | 8,592 | - |
| Lift Servicing Contract | | 2,530 | 1,044 |
| Lightning Protection | | 595 | - |
| Other Scheme Costs | | 511 | - |
| Repairs | | 59 | - |
| Security Equipment Repairs | | 3,037 | 116 |
| | | 26,731 | 6,762 |
| Schedule 8 - Block 1-22 Mineral Court | | | |
| Electricity | | 3,667 | 1,651 |
| Emergency Lighting Repairs Contract | | 1,116 | 1,116 |
| Emergency Lighting Servicing Contract | | 540 | 540 |
| Fire Equipment Repairs Contract | | 2,868 | 1,434 |
| Fire Equipment Servicing Contract | | 810 | 1,212 |
| Fire Risk Assessments | | 220 | - |
| Health & Safety Inspections | | 90 | - |
| Lightning Protection | | 281 | - |
| Other Scheme Costs | | 581 | - |
| Security Equipment Repairs | | 368 | - |
| | | 10,541 | 5,953 |
| Schedule 9 - Block 1-64 Bartholomew Court | | | |
| Electricity | | 7,505 | - |
| Other Scheme Costs | | 290 | - |
| Repairs | | 52 | - |
| Security Equipment Repairs | | 58 | - |
| | | 7,905 | - |
| Schedule 10 - Core 1-44 Bartholomew Court | | | |
| Electricity | | - | 2,601 |
| Emergency Lighting Repairs Contract | | 4,800 | 2,772 |
| Emergency Lighting Servicing Contract | | 648 | 606 |
| Fire Equipment Repairs Contract | | 1,320 | 158 |
| Fire Equipment Servicing Contract | | 732 | 972 |
| Security Equipment Repairs | | 283 | - |
| | | 7,783 | 7,109 |

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2022

| | 2022 | 2021 |
|---|-----------------|-----------------|
| Note | Actual £ | Actual £ |
| Schedule 11 - Block 1-32 Hop Pole Yard | | |
| Bio-Hazard Cleans | 378 | 108 |
| Bulk Waste Removal | 204 | - |
| Electricity | 6,523 | 3,685 |
| Fire Equipment Repairs Contract | 2,260 | 570 |
| Fire Equipment Servicing Contract | - | 281 |
| Fire Risk Assessments | - | 847 |
| Health & Safety Inspections | 90 | - |
| Lift Repairs Contract | 792 | - |
| Lift Servicing Contract | 1,265 | 522 |
| Lightning Protection | 281 | - |
| Other Scheme Costs | 581 | - |
| Repairs | 824 | - |
| Security Equipment Repairs | 961 | 114 |
| | 14,159 | 6,127 |
| Schedule 12 - Core 1-4 Hop Pole Yard | | |
| Door Entry Repairs | - | 178 |
| Emergency Lighting Repairs Contract | 288 | 288 |
| Emergency Lighting Servicing Contract | 396 | 396 |
| Fire Equipment Servicing Contract | 576 | 576 |
| Security Equipment Repairs | 476 | - |
| | 1,736 | 1,438 |
| Schedule 13 - Core 5-32 Hop Pole Yard | | |
| Electricity | - | 496 |
| Emergency Lighting Repairs Contract | 2,157 | 1,620 |
| Emergency Lighting Servicing Contract | 540 | 576 |
| Fire Equipment Repairs Contract | 729 | - |
| Fire Equipment Servicing Contract | 1,026 | 1,068 |
| Security Equipment Repairs | 116 | - |
| | 4,568 | 3,760 |
| Schedule 14 - Block 1-9 Austin House | | |
| Electricity | 888 | - |
| Emergency Lighting Repairs Contract | 132 | - |
| Emergency Lighting Servicing Contract | 96 | - |
| Fire Equipment Servicing Contract | 84 | - |
| | 1,200 | - |
| Total Expenditure | 207,698 | 127,488 |
| Surplus/(Deficit) for the Year | (82,726) | (11,667) |

ST ANNES QUARTER
NOTES TO THE STATEMENT
FOR THE YEAR TO 31ST MARCH 2022

1. ACCOUNTING POLICIES

The statement is prepared in accordance with the provisions of the transfer document and on the accruals basis.

2. DEFICIT AS AT 31ST MARCH 2022

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 2022.