



ST ANNES QUARTER

SERVICE CHARGE STATEMENT

FOR THE YEAR TO 31ST MARCH 2023



ST ANNES QUARTER
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FOR THE YEAR TO 31ST MARCH 2023

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ST ANNES QUARTER
PROPERTY INFORMATION
FOR THE YEAR TO 31ST MARCH 2023

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 2023

Orbit Group is the Housing Association responsible for the production of the service charge certificate for the Year to 31st March 2023 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 **07/11/2024**
.....

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 2023

Opinion

We have audited the accompanying service charge statement for St Annes Quarter for the year ended 31st March 2023, 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 2023 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
07/11/2024

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2023

	Note	2023 Actual £	2022 Actual £
<u>Income</u>			
Service Charge Income		165,240	124,972
Total Income		165,240	124,972

Expenditure

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

Repairs	77	-
	77	-

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

Ad-Hoc Cleaning Costs	2,904	2,029
Ad-Hoc Grounds Work	150	1,282
Audit Fees	5,136	4,800
Bin Cleaning	3,612	2,993
Bulk Waste Removal	2,944	1,838
CCTV Systems	86	-
Cleaning Contracts	28,705	28,946
Communal Legionella Inspections	433	-
Electricity	1,759	4,807
Estate Maintenance	-	15,787
Fire Equipment Repairs Contract	341	-
Fire Equipment Servicing Contract	788	-
Grounds Contract	8,118	-
Grounds Maintenance Tree Works	1,296	-
Health & Safety Inspections	-	282
Other Scheme Costs	3,999	6,336
Pest Control	1,725	3,763
Pump (Water/Sewerage) Servicing	-	1,060
Repairs	11,641	598
Security Equipment Repairs	542	259
Window Cleaning	1,338	-
	75,517	74,780

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2023

	2023	2022
Note	Actual	Actual
	£	£
Schedule 3 - St Annes Quarter Parking Area		
Auto Gate/Barrier Repairs	2,576	201
Auto Gate/Barrier Service Contract	101	-
Electricity	2,500	2,500
Emergency Lighting Repairs Contract	5,192	-
Emergency Lighting Servicing Contract	738	-
Fire Equipment Repairs Contract	6,342	-
Fire Equipment Servicing Contract	9,120	4,080
Pest Control	-	450
Repairs	257	-
Security Equipment Repairs	-	60
	26,826	7,291
Schedule 4 - Property Specific Expenditure		
Buildings Insurance	13,750	6,305
Management Fee	31,950	22,800
Sinking Fund Contribution	14,168	5,877
	59,868	34,982
Schedule 5 - Block 1-8 Fox House		
Door Entry Repairs	86	-
Electricity	260	261
Emergency Lighting Repairs Contract	378	360
Emergency Lighting Servicing Contract	403	396
Fire Equipment Repairs Contract	138	-
Fire Equipment Servicing Contract	360	-
Fire Risk Assessments	-	220
Health & Safety Inspections	-	90
Other Scheme Costs	-	581
Repairs	159	6
Security Equipment Repairs	7	7
TV Aerial	-	84
	1,791	2,005

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2023

	2023	2022
Note	Actual	Actual
	£	£
Schedule 6 - Block 1-14 Wharf House		
Ad-Hoc Cleaning Costs	135	-
Communal Legionella Inspections	136	-
Electricity	2,274	3,781
Emergency Lighting Repairs Contract	946	825
Emergency Lighting Servicing Contract	806	792
Fire Equipment Repairs Contract	208	513
Fire Equipment Servicing Contract	600	1,056
Fire Risk Assessments	-	165
Health & Safety Inspections	-	544
Lightning Protection	281	281
Other Scheme Costs	-	581
Repairs	548	117
Security Equipment Repairs	-	278
	5,934	8,933
Schedule 7 - Block 1-6 Lords Gardens		
Door Entry Repairs	66	-
Electricity	844	3,084
Emergency Lighting Repairs Contract	492	468
Emergency Lighting Servicing Contract	403	396
Fire Equipment Repairs Contract	948	27
Fire Equipment Servicing Contract	360	516
Fire Risk Assessments	174	40
Health & Safety Inspections	3	27
Lightning Protection	67	81
Other Scheme Costs	-	70
Repairs	99	-
Security Equipment Repairs	-	375
TV Aerial	21	-
	3,477	5,084

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2023

	2023	2022
Note	Actual	Actual
	£	£
Schedule 8 - Block 7-50 Lords Gardens		
Ad-Hoc Cleaning Costs	72	-
Door Entry Repairs	832	-
Electricity	8,158	8,158
Emergency Lighting Repairs Contract	5,521	936
Emergency Lighting Servicing Contract	665	228
Fire Equipment Repairs Contract	983	1,595
Fire Equipment Servicing Contract	1,380	-
Fire Risk Assessments	1,277	290
Health & Safety Inspections	24	200
Lift Inspections	864	-
Lift Repairs Contract	880	8,592
Lift Servicing Contract	2,717	2,530
Lightning Protection	494	595
Other Scheme Costs	-	511
Repairs	701	59
Security Equipment Repairs	-	3,037
TV Aerial	153	-
	24,721	26,731
Schedule 9 - Block 1-22 Mineral Court		
Door Entry Repairs	257	-
Electricity	2,050	3,667
Emergency Lighting Repairs Contract	1,173	1,116
Emergency Lighting Servicing Contract	550	540
Fire Equipment Repairs Contract	1,846	2,868
Fire Equipment Servicing Contract	1,152	810
Fire Risk Assessments	-	220
Health & Safety Inspections	-	90
Lightning Protection	-	281
Other Scheme Costs	168	581
Security Equipment Repairs	-	368
	7,196	10,541
Schedule 10 - Block 1-64 Bartholomew Court		
Electricity	13,165	7,505
Other Scheme Costs	-	290
Repairs	-	52
Security Equipment Repairs	58	58
	13,223	7,905

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2023

	2023	2022
Note	Actual	Actual
	£	£
Schedule 11 - Core 1-44 Bartholomew Court		
Ad-Hoc Cleaning Costs	510	-
Door Entry Repairs	419	-
Emergency Lighting Repairs Contract	3,178	4,800
Emergency Lighting Servicing Contract	660	648
Fire Equipment Repairs Contract	1,105	1,320
Fire Equipment Servicing Contract	1,014	732
Lift Inspections	432	-
Lift Repairs Contract	189	-
Lift Servicing Contract	1,304	-
Security Equipment Repairs	-	283
	8,811	7,783
Schedule 12 - Block 1-32 Hop Pole Yard		
Audit Fees	-	378
Bulk Waste Removal	-	204
Door Entry Repairs	43	-
Electricity	7,966	6,523
Fire Equipment Repairs Contract	1,753	2,260
Fire Risk Assessments	805	-
Health & Safety Inspections	203	90
Lift Inspections	312	-
Lift Repairs Contract	165	792
Lift Servicing Contract	1,921	1,265
Lift Telephone	2,817	-
Lightning Protection	281	281
Other Scheme Costs	-	581
Repairs	-	824
Security Equipment Repairs	-	961
TV Aerial	201	-
	16,467	14,159
Schedule 13 - Core 1-4 Hop Pole Yard		
Emergency Lighting Repairs Contract	303	288
Emergency Lighting Servicing Contract	406	396
Fire Equipment Servicing Contract	240	576
Security Equipment Repairs	127	476
	1,076	1,736

ST ANNES QUARTER
DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR TO 31ST MARCH 2023

	2023	2022
Note	Actual	Actual
	£	£
Schedule 14 - Core 5-32 Hop Pole Yard		
Ad-Hoc Cleaning Costs	135	-
Emergency Lighting Repairs Contract	1,702	2,157
Emergency Lighting Servicing Contract	554	540
Fire Equipment Repairs Contract	1,842	729
Fire Equipment Servicing Contract	1,152	1,026
Security Equipment Repairs	207	116
	5,592	4,568
Schedule 15 - Block 1-9 Austin House		
Communal Legionella Inspections	4	-
Door Entry Repairs	57	-
Electricity	4,068	888
Emergency Lighting Repairs Contract	416	132
Emergency Lighting Servicing Contract	406	96
Fall Arrest	81	-
Fire Equipment Repairs Contract	450	-
Fire Equipment Servicing Contract	1,008	84
Fire Risk Assessments	26	-
	6,516	1,200
Schedule 16 - Block 10-57 Austin House		
Bulk Waste Removal	72	-
Communal Legionella Inspections	23	-
Door Entry Repairs	371	-
Electricity	8,785	-
Emergency Lighting Repairs Contract	363	-
Emergency Lighting Servicing Contract	198	-
Fall Arrest	429	-
Fire Equipment Repairs Contract	935	-
Fire Equipment Servicing Contract	1,380	-
Fire Risk Assessments	139	-
Lift Inspections	432	-
Lift Servicing Contract	109	-
Repairs	156	-
	13,392	-
Total Expenditure	270,484	207,698
Surplus/(Deficit) for the Year	(105,244)	(82,726)

ST ANNES QUARTER
NOTES TO THE STATEMENT
FOR THE YEAR TO 31ST MARCH 2023

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 2023

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 2023.