

PORTSEA HALL RESIDENTS ASSOCIATION



1. These are the **minutes** of the **PHRA AGM held on 08/11/2022** at 7pm in the Portsea Hall Meeting Room and with some online.
2. The meeting was declared open and quorate; apologies had been received but were not noted; there were 17 Proxies given to the Chair, 3 for Islam Chowdhary & 1 for Josephine Dayan agent for flat 75; there were 2 members online and 16 members in person.
3. The **minutes** of the AGM on 16th November 2021 were unanimously agreed. The Chair reports that the funds in the PHRA account were unaltered since the 2021 AGM.
4. The **Chairmans Annual Report** was heard and accepted. This is appended below.
5. The **Managing Agent report** was heard and accepted. Adam Goldwater (AG) gave a very useful explanation of all the boiler room works that had taken place, the current situation & what more needed to be done. If anyone had any problems, they were asked to log this with the Building Manager Lauren Owusu or Property Manager Jadwiga King. In addition, he gave notice that new fire safety regulations would require each flat front door to be assessed and then necessary works to be done to make it more fire safe. The metalworks around the building in urgent need of repair have been deferred due to the high energy costs and the only works that will be done are if safety is an issue.
6. The **energy cost crisis** was discussed with many questions and views expressed. Michael Richards were requested that in future communications about service charges they would be split into 2 sections: 'General Service Charge' & 'Energy Charges'. **ACTION AG.** Everyone was reminded that if they want to see any detail of costs or actual invoices, they have that right and opportunity at any time. Everyone was also reminded that if anyone was struggling to pay the new higher charges, they should discuss this with Michael Richards.
7. In Other Business Mrs Youseff raised the problem of the new small lift in the north core breaking down. AG reported that a new maintenance company had been appointed who were better at fixing things first time and that the problems mentioned about 3 lifts (above, central small and south) would be investigated. **ACTION AG.** AG also praised and thanked the Portsea Hall building management team and the PHRA committee.
8. The existing members of the committee were re-elected. New members were urgently needed to replace those standing down – please consider giving 1.5 hours 3 times a year.
9. The meeting ended at 2013.

Appendix below:

PHRA AGM 08/11/22 – CHAIRMAN’S ANNUAL REPORT

Dear Fellow Portsea Hall Leaseholders

This is my report of the last 12 months (2021-2022) as Chair of the PHRA, the Portsea Hall Residents Association. Membership of the PHRA is open to all owners of flats.

The pandemic continued to affect all our lives and our enjoyment of Portsea Hall earlier in the year but since the start of summer, restrictions have been limited. The biggest issue has now become the cost of energy and what can be done to mitigate it.

In **summary**, there are three most important things to say about the last year.

- **Firstly, your committee have spent time overseeing Michael Richards & their management of the building to ensure it continues to be in a very good state and continually improves.**
- **Secondly, we are over spent in 2022 due to the energy cost crisis, we needed an emergency cash call, the 2023 service charges will increase substantially due to energy prices, a 10-year investment plan for our Capital/Reserve Account has been published.**
- **Lastly your committee has overseen the actions & plans by Michael Richards to mitigate the energy cost increases and for other major works including boiler system.**

Let me provide some more detail on these topics covering the last 12 months.

1. In February a new **gas contract** had to be agreed. The cheapest on offer from our brokers was agreed for a 6-month period in the hope that prices would reduce. Then the war in Ukraine happened and the costs just went up.
In August a new contract could not be found and we were obliged to pay a variable (much higher rate for September). By mid-October gas suppliers were again offering contracts and we agreed to a 12-month contract on rates significantly higher than in previous years. All the rates are in the table shown below. It is anybody’s guess what will happen to rates in the next years.
2. In March it was agreed to bring in a **heating systems consultant** to review the whole system and propose how to improve the efficiency. The consultant reported in April, a set of proposed changes with costings was agreed with the PHRA committee in May to be implemented during the summer period before the winter switch on. A detailed list of **improvements** that have been implemented is **shown below**. We can’t forecast exactly how much will be saved in our usage of gas but by delaying the switch on of heating from 1st October to 3rd November we have probably **saved over £43000**.
Everyone has been asked to **limit use** of heating and hot water as much as possible.
3. The **bin replacement** project was completed and we await the next fire safety inspection.
4. The **intercom system** was further repaired and upgraded during the year.
5. The **CCTV** was further upgraded and yet another camera is needed at the back due to illegal activity.
6. We advised all owners of the **major building works** proposed across Edgware Road and asked everyone to send in objections to the Planning Proposal. We sent in a general objection on behalf of all owners and expressed our concerns over noise, dust, light loss, privacy, etc. We will keep our eyes on this development and report back.
7. Further **asbestos** removal and covering up in the boiler room was completed.

8. The **10-year plan** of likely capital expenditures was agreed by your committee although every expenditure will be reviewed and agreed individually as we go forward. This plan was sent to all leaseholders.
9. If you haven't got an up-to-date copy of the **Residents Handbook** or if you need a copy of the **Tenants Handbook** please contact Lauren Owusu, Building Manager at buildingmanager@portseahall.com
10. Control of **short-letting** continues at all times and is believed to be highly effective. If any owners or residents have any information that would help control the attempted abuse of our regulations or of breaking the law with regard to short-letting please don't hesitate to pass this on to the Building Manager or a PHRA Committee member.
11. If there are any other areas where you notice that **improvements** should be made or that there are problems, please report them in the first instance to the Building Manager Lauren Owusu.
12. Don't forget that if you want to do **works in your flat** and need some help finding someone to do it there is a **contractor list** kept at reception; these are eligible to work in the building. It is still down to you to consider if any contractor is able to do what you want and to agree costs with them.
13. We previously negotiated with the Landlord to pay into the Service Charge account what the **Commercial Units** should be paying and now this is being paid annually.
14. The **Service Charge Account** figures for 2021 have been audited and are £603906 which is 2.71% over budget. Most of this is due to energy costs. Service charges are expected to go up considerably due to the recent hikes in gas prices. We will communicate more on this. Please don't waste heat or hot water in your flat so we can keep usage down if possible. If too hot, don't open windows just twist down the radiator valve.
15. The **Capital/Reserve Fund** is currently valued at £243k and is forecast to be worth £333k by mid-2023 after collecting in December 2022 and June 2023.
16. Please **see below** the summary figures in the **accounts since 2011** – I think you will agree they show that the finances have been kept under control until this energy cost crisis which will **double** the historic usual levels of service charge in 2023.

Lastly may I ask Adam Goldwater to pass on our thanks to the full Michael Richards team and to wish them well for the next year. I would also like to offer thanks on your behalf to your PHRA committee for all their time & efforts they have put in to work with the Landlord, with Michael Richards and the Portsea Hall team to ensure this is a great place to own and to live.

Paul Wyman
 Chair
 Portsea Hall Residents Association

SERVICE CHARGE ACCOUNT produced Nov 2022						
Year	Service Charge	Commercial	Total	Net Spend	Tfr to Reserve	Balance C/Fwd (- means overspend)
2011	606,880		606,880	531,089	75,791	
2012	606,176		606,176	585,992	20,184	
2013	606,176		606,176	574,840	31,336	

2014	606,176		606,176	561,975		44,201
2015	606,592		606,592	567,241		39,351
2016	575,050		575,050	575,050		
2017	576,200		576,200	570,121		6,079
2018	573,900	16,681	590,581	558,826		31,755
2019	589,987	15,678	605,665	485,667	119,998	
2020	568,987	16,993	585,980	589,499		-3,519
2021	578,274	17,211	592,417	603,906		-11,489
2022 F/C				905,217		
2023 F/C				1,215,589		
RESERVE FUND						
Year	Collected	Other income	Total	Net Spend	Tfr from S/C	Balance
2011	164,652	199.96	164,852	48,094	-17,286	174,182
2012	164,652	590.38	165,242	47,503	75,791	367,122
2013	164,652	1085.4	165,737	132,309	20,184	419,649
2014	119,721	1015.27	120,736	394,816	31,336	176,905
2015	119,704	6895.13	126,599	272,781		30,723
2016	100,090	128.24	100,218	111,463	69,659	89,137
2017	90,211	16.15	90,227	108,778		70,570
2018	90,391	26.67	90,418	19,880		141,081
2019	93,175	156	93,331	181,099		53,356
2020	90,031	51.97	90,083	89,441	119,998	173,996
2021	90,031	7.47	90,039	54,748		209,287
2022 F/C	90,031		243,000			
2023 F/C	90,031		343,000			

Gas prices agreed for 12 months from 1st October 2022

Contract with Crown	Standing Charge	S/C Units	Est. annual S/C Cost	Unit Rate p per kwh	Approx. unit rate cost	Total annual cost
Crown 12 month	45.82	£/day	£16,724.30	20.98	£567,219.48	£583,943.78

Total annual cost of contract	£583,944
Less : estimated energy assistance	(151,403)
Total contract amount payable	£432,541
VAT @ 5%	£21,627
TOTAL	£454,168

These calculations are based on the following assumptions:

1. That the annual usage is 2,703,620 kWh
2. The winter usage accounts for approx. 70% of the annual consumption
3. The discount from the Government is 8 pence per kWh.

Gas usage & cost reduction actions

Domestic Hot Water

1. Timed for 24/7, 7 days a week, but primary and secondary pumps, plus boilers shut down between 0100 and 0400 hours. Previously the hot water pumps and boilers operated continuously.
2. Flow temperature & standalone plate heat exchangers set to 60°C.

Heating

1. All boiler control thermostats set for 82°C (1st stage) and about 75°C (2nd stage).
2. The 3-way control valve actuator has been changed to make it more efficient.
3. Between 2200 and 0700 hours, the standard compensated flow temperature to the building (as determined by the outdoor temperature sensor), will have a fixed set back of 10°C, lower than being called for by the system.
4. Between 0100 and 0400 hours the heating will shut down i.e. heating pump will be OFF, and boilers OFF as this time corresponds with when the Hot Water System is being shut down.
5. If the outdoor temperature is 15°C+ between noon and 1500 hours the heating will turn OFF until the outside temperature reduces.
6. Whenever the outdoor temperature is above 18°C the heating will turn OFF.
7. The heating controls are set and examples follow:

External	Minus 3°C	0°C	5°C	10°C	15°C	18°C	20°C
Flow temp	80°C	73.5°C	62.6°C	51.8°C	40.9°C	34.3°C/OFF	30°C

Michael Richards Actions:

8. Any light bulbs that are not low energy to be replaced eg outside floodlights? Chandeliers to be rewired.
9. Motion sensors to be on all lights except directly outside of lift doors.
10. Reception area windows to be insulated – quotes to be obtained for secondary glazing. Screen for porters to be retained and an electric heater to be left by porters chair.
11. List of all other communal area windows and costings for double glazing to be produced. Leaseholders to be encouraged to insulate windows and skylights in their flats.
12. All non-fitting doors and windows to be itemised and fixed before it gets cold eg in meeting room.
13. Doors in reception – a proposal to create an inner 2nd wall to reduce heat loss will be costed.
14. All radiators except 1 either side of the main door to be off. All radiators in communal areas to be off.
15. Insulate & make fire safe all doors at the top of stairwells after quotes.
16. Protocol for how to deal with residents who leave windows open when its cold outside to be written including when, what and how porters can knock on doors and suggest closing windows and offering to help turn down radiators.
17. Porters to keep a log of who is away for more than a few days by asking people going out with bags or when they know they sometimes do go away. They then ask if all radiators are off or turned down and if not to offer to do it for them.
18. Flats with single glazing to be asked to get an EPC before renting as per the legal requirements.
19. Review internal heating and hot water pipes to flats and list what can be insulated.
20. Review what insulation could be done to hot water and heating pipes inside flats and produce a proposal.
21. Defer anything other than the above that could incur cost unless with PHRA agreement.