

# PORTSEA HALL RESIDENTS ASSOCIATION



1. These are the **minutes** of the **PHRA AGM held on 14/11/2023** 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 & 4 for Islam Chowdhary; there were 2 members online and 12 flats represented in person.
3. The **minutes** of the AGM on 8<sup>th</sup> November 2022 were unanimously agreed. The Chair reports that the funds in the PHRA account were unaltered since the 2022 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 an explanation of the reduction in lift maintenance costs since refurbishing two of them, the various projects that had been implemented & what more is to be done. If anyone had any problems, they were asked to log this with the Building Manager Lauren Owusu. In addition, AG described the new fire safety regulations and the works and cost allocations for required for each flat front door to make each flat and the whole building to be more fire safe. Some costs (if common to all doors) would be borne by the service charge fund and some costs (if unique to your door) would need to be paid by some flat owners.  
The works to repair some areas of the metalworks around the building had commenced this week to complete the most urgent 3 phases of 9 by Christmas.  
AG also highlighted the 10-15 year capital expenditure plan.
6. The **energy costs problem** was discussed with many questions and views expressed. 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.
7. In Other Business flat 10 raised the issue of mould and damp on the outside of the building bring problems into their flat. AG responded that Michael Richards were aware and that Sukey was in dialogue with them. He said there would be no all-over external building refurb with scaffolding but specific problems would be dealt with as necessary. Flat 10 asked for more speed in actually fixing the problems.
8. AG also praised and thanked the Portsea Hall building management team and the PHRA committee.
9. The existing members of the committee were re-elected. One new member was elected – Islam Chowdhary. New members were very much wanted – please consider giving 1.5 hours 3 times a year.
10. The meeting ended at 8.05pm.

Appendix below:

# PHRA AGM 14/11/23 – CHAIRMAN’S ANNUAL REPORT

Dear Fellow Portsea Hall Leaseholders

14/11/23

This is my report of the last 12 months (2022-2023) as Chair of the PHRA, the Portsea Hall Residents Association. Membership of the PHRA is open to all owners of flats.

This is a **summary** of the year since the last AGM:

- **The biggest issue of the last year was the massive increase in the cost of energy and what could be done to mitigate it.**
- **We had a completely unacceptable number of heating and hot water outages through the last winter.**
- **Your committee has overseen the actions & plans by Michael Richards to mitigate the energy cost increases and for other major works including the boiler system.**
- **We are financially sound; 2022 brought a massive increase in energy costs and an interim special collection from us; we had an excess at year end to carry over to 2023.**
- **Your committee have spent time overseeing Michael Richards & their management of the building & to ensure it continues to improve.**

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

1. In October 2022 we agreed a new 12-month **gas contract** to the 1<sup>st</sup> of September 2023 & it cost £584k. In August 2023 we agreed a new 12 month gas contract from September which was significantly lower than before - £184k.  
All the rates are in the table shown below. The future is uncertain.
2. In March 2022 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. In September 2022 we re-stated the projects that needed to be done urgently to keep gas usage down. Unfortunately, it took a lot longer than anticipated. But we can report that between November 2022 and October 2023 nearly all the proposed or requested projects have been completed. A detailed list of **improvements** that have been implemented is **shown below** with 4 to go. We can't forecast exactly how much will be saved in our usage of gas but we will monitor usage and report back to you.  
Everyone has been asked to **limit use** of heating and hot water as much as possible.
3. Last winter we had an unacceptable number of **outages** of the heating and hot water. This was made worse by the fact that nothing was noticed or done until residents complained as there was no automatic alert system. Your committee has made its views known very clearly to the managing agent Michael Richards that this situation must be rectified and never repeated. All owners have received an explanation and apology from them. A **new alarm system** is now in place – see projects list below.
4. Parts of the building had suffered for years from insufficient heating, mainly in flats farthest from the boiler room. A big change to the pumping and flow has alleviated this problem for those flats – see projects list below.
5. For years we have complained about the system pumping through very hot water on warm days. Now we have a **thermostat system** added that regulates the temperature of the water in our radiators depending on the external temperature. Our radiators are

now not so hot on mild days – see projects list below and also the Gas Policies and Practices section below.

6. Michael Richards had to ask for **extra money** from every owner in autumn 2022 due to the extreme increases in gas costs. In the end we got a rebate from the Government and used less gas so there was an excess of cash which was carried over into 2023 to reduce our service charge bills this year. You will remember it was rebated to us in the June payments we all made. Please **see below** the year-on-year **service charge and capital account** financial figures. Also, below details on the **gas contract costs**.
7. Further **asbestos** removal and covering up in the boiler room was completed.
8. All flat **front doors** were surveyed to see what work needs to be done to bring them in line with new Fire Regulations. The report was presented to the PHRA committee who agreed that common repairs could be borne by the capital account.
9. The **10-year plan** of likely capital expenditures was agreed by your committee with every expenditure to be reviewed and agreed individually as we go forward. A latest version of this is to be reviewed at our next committee meeting.
10. The latest version of the **Residents (Leaseholders) Handbook** was sent to all leaseholders today by Lauren. If you need a copy of the **Tenants Handbook** please contact Lauren Owusu, Building Manager at [buildingmanager@portseahall.com](mailto:buildingmanager@portseahall.com)
11. 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.
12. If there are any other areas where you notice that **improvements** should be made or that there are problems, please report them to the Building Manager Lauren Owusu.
13. 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. Any contractor of yours must satisfy entry rules.
14. The Landlord now pays into the Service Charge account for the **Commercial Units**. See the detail below.
15. The **Service Charge Account** figures for 2022 have been audited and expenditure was £766,825 which is 11.6% over budget. Most of this is due to energy costs which were 40% higher than in 2021 which was already a big increase over prior years. See below. 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. How the heating system is set up and controlled is described below in the Gas Policies & Practices.
16. The **Capital/Reserve Fund** is currently valued at over £200,000 – see below.
17. 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. Other costs are very comparable to other years.

Lastly may I ask Adam Goldwater to pass on our thanks to Lauren our Building Manager and 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

## Projects completed since the last AGM:

1. Replaced all flat valves that didn't work.
2. ALL lights changed to be LED.
3. Motion sensors added to many areas of internal lights - not reception and outside lift doors.
4. Reception windows were replaced with double glazed windows that fit tight.
5. Flats with single glazing were advised of an impending failure to be able to rent out unless changed.
6. Meeting room doors and windows were replaced to new double glazed units or made to fit.
7. Flat front doors to satisfy new regulations – survey, report and plan created & communicated.
8. Food bins for all flats.
9. New ramp with rail for north core.
10. Separate showing of Energy and Service Charge on demands and accounts.
11. Online portal launch to be able to report problems and see own account.
12. Railings & staircases needing new metalworks split into 9 phases with the first 3 underway.
13. Building Manager's computer in the office now connected to the boiler room control panel to see alarms, incidents, status, etc and to be alerted immediately of any problems
14. Alarms from the system now connected to out-of-office phones of Building Manager, Michael Richards & Engineers.
15. Bellows for all 3 boilers ie 6 bellows have all been replaced.
16. The pipes bringing hot water from the boiler room pass through the car park. These have now been fully insulated.
17. Top floor flats radiators now hot enough after moving the main pump.
18. Flats with automatic air venting were advised to stop using them as they make the problem of cold radiators worse.
19. Thermostatic and timer controls now working as planned to match heat to external temperatures and reduce gas usage and so reduce costs.
20. Reception staff trained to spot open windows or when people away and take action to turn off radiators.

## Financial summary:

<b>SERVICE CHARGE ACCOUNT</b> produced Nov 2023						
Year	Service Charge Income	Commercial	Total	Net Spend	Tfr to Reserve	Balance C/Fwd (- means overspend)
2011	606,880		<b>606,880</b>	531,089	75,791	
2012	606,176		<b>606,176</b>	585,992	20,184	
2013	606,176		<b>606,176</b>	574,840	31,336	
2014	606,176		<b>606,176</b>	561,975		<b>44,201</b>
2015	606,592		<b>606,592</b>	567,241		<b>39,351</b>
2016	575,050		<b>575,050</b>	575,050		
2017	576,200		<b>576,200</b>	570,121		<b>6,079</b>
2018	573,900	16,681	<b>590,581</b>	558,826		<b>31,755</b>
2019	589,987	15,678	<b>605,665</b>	485,667	119,998	
2020	568,987	16,993	<b>585,980</b>	589,499		<b>-3,519</b>

2021	578274	17,211	<b>592,417</b>	603,906		<b>-11489</b>
2022 Gas surcharge	665,093 + 271,206	21,854	<b>946,665</b>	766,825		<b>179,840</b>
2023 F/C	900,000	25,650	<b>925,650</b>	1,023,160		<b>82,329</b>
2024 F/C	700,000	25,650	<b>725,650</b>	802,279		<b>19,950</b>
<b>RESERVE FUND – CAPITAL ACCOUNT</b>						
<b>Year</b>	<b>Collected</b>	<b>Other income</b>	<b>Total</b>	<b>Net Spend</b>	<b>Tfr from S/C</b>	<b>Balance</b>
2011	164,652	199.96	<b>164,852</b>	48,094	-17,286	<b>174,182</b>
2012	164,652	590.38	<b>165,242</b>	47,503	75,791	<b>367,122</b>
2013	164,652	1085.4	<b>165,737</b>	132,309	20,184	<b>419,649</b>
2014	119,721	1015.27	<b>120,736</b>	394,816	31,336	<b>176,905</b>
2015	119,704	6895.13	<b>126,599</b>	272,781		<b>30,723</b>
2016	100,090	128.24	<b>100,218</b>	111,463	69,659	<b>89,137</b>
2017	90,211	16.15	<b>90,227</b>	108,778		<b>70,570</b>
2018	90,391	26.67	<b>90,418</b>	19,880		<b>141,081</b>
2019	93,175	156	<b>93,331</b>	181,099		<b>53,356</b>
2020	90,031	51.97	<b>90,083</b>	89,441	119,998	<b>173,996</b>
2021	90,031	7.47	90,039	54,748		<b>209,287</b>
2022	90,031		243,000	101,555	186	<b>197,763</b>
2023 F/C	90,031		287,794	140,677		<b>237,148</b>
2024 F/C	90,031		327,179	124,000		<b>203,099</b>

## Gas prices agreed for 12 months from 1<sup>st</sup> September 2022 and 2023

Contract with Crown 1 <sup>st</sup> Sept	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 2022-23	45.82	£/day	£16,724	20.98	£567,219	£583,943
Crown 12 month 2023-24	38.33	£/day	£13,991	6.288	£170,004	£183,995

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

# Gas usage policies and practices:

## 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 (1<sup>st</sup> stage) and about 75°C (2<sup>nd</sup> 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