



# City Quay Management Company Ltd

**Annual Report  
2016-2017**



# **CITY QUAY MANAGEMENT COMPANY LTD**

## **ANNUAL REPORT 2016 - 2017**

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## Chair's Report

At last year's AGM residents asked for **road markings** and double-yellow lines to be painted around the entrance road and roundabout and this has been done, as well as improving the road layout around the estate with clearer road markings. Hopefully this should have enabled concerns about inconsiderate driving on the estate roads and parking on the entrance road to have eased somewhat. We continue to monitor the situation.



A constant source of annoyance to many residents is the regular depositing of large items of **domestic rubbish** in the bin stores, when it is the responsibility of every resident - owners and landlords as well as tenants - to take these large items to the tip, which as most of us know is just 5mins away down Riverside Drive at Jericho Lane. It couldn't be easier. The removal of these items on a weekly basis has to be paid for by the rest of us from our service charge. With almost 420 apartments on this site you can imagine that someone somewhere is having work done on their apartment or relocating on a weekly basis. Some people leave rubbish and unwanted items under the stairs or in communal cupboards. This is a serious fire-hazard and we have to constantly remove items we find in the common areas. We need to be more considerate if we want to keep service charge costs down.

Since resident Directors took over the running of the estate it has been our policy to do everything we can to keep **service charge levels** to a basic minimum that allows for all works to be done and improvements made but without becoming a burden to people especially during these years of severe austerity. We have had a number of years when there was no increase and this year is another one of those years. However to keep service charge levels low we decided to let out some of the casemates so as not to be spending our money on their upkeep (which we are obliged to do in the terms of our lease). This has helped us to raise funds to do necessary works but unless we continue to make appropriate use of them their repair and maintenance will fall directly upon the service charge which it hasn't done so far thanks to careful management by CQMC.

Sadly last year there was a totally unacceptable act of anti-social behaviour directed at our apiary when a group of young men returning to the estate kicked over one of the **bee hives** and subsequently the apiarist, for good reason, removed all the hives and they won't be returning. This has saddened many of us who have worked hard to develop a unique selling point in our environmental credentials as the only apartment complex in the city to have such magnificent grounds attracting such an interesting array of wildlife and insects.

Residents will have enjoyed the magnificent display of **wildflowers** along Riverside Drive facilitated by the National Wildflower Centre before they sadly went out of business. They continue to delight many residents with a completely different showing of flowers this year. Some residents who live alongside the wildflower meadow have commented on the butterflies, bees and birds that have been attracted to the meadow. Also at the same Riverside Drive location we have planted new English native trees that will enhance our credential as a nature-friendly estate. At the moment they are small and fragile so please keep a close eye on them and make sure we don't have any acts of vandalism directed against them.

Our greatest disappointment has been the **water feature**. The quality of the water is completely unacceptable but the solution isn't simple. The problem has been we have received very good advice that we have been reluctant to follow because of the expense and have tried to find cheaper routes to improving the water quality. But I think I speak for most Directors when I say that this truly is a nettle that now needs to be grasped. To be fair residents have been clear in their request that the water quality as it stands is not acceptable and they want it improved. What we have done so far hasn't made much difference. Recently new aquatic plantings were made and we are monitoring their survival rate. All the last ones died before even starting to grow, possibly as a result of visits from the Canada Geese who have a voracious appetite for green plants and grass. There is a full and transparent account including all documents on our website. We agreed not to increase the number of fountains to three until the water quality has been improved.

Keeping abreast of the **redecorating** challenges at City Quay is like the proverbial painting of the Forth Road Bridge! We have continued to redecorate both externally and internally and this year we have started to renew carpets in those blocks that are redecorated. We paused the redecoration in one stairwell in Block 3 as it was clear that the walls were damaged by bicycle tyre marks all the way up from bottom to top. There is no point in our spending good service charge money repainting when the very next day it will look as bad as it did before painting. We have asked the resident to stop taking their bike upstairs and to use the secure bike store in the casemates. At the same time as redecorating some blocks internally we continue to repaint external metal work having already completed blocks 1-3 externally. The next area for external work will be apartments around the water feature and work is due to start before the end of June.

One of the most important things to have happened at City Quay since our last AGM is the appointment by Wren of **David Mault** to oversee all work at City Quay. His salary does not come out of your service charge and he has made a huge impact since starting work this year in March. One of the first things he did was to check the whole estate to make sure it was health and safety compliant. That is a huge piece of work and isn't yet fully complete. There has never been a fire evacuation procedure at City Quay and none of our communal areas had fire extinguishers installed when built and though we have made sure all alarms - fire and smoke - are in full working order we are preparing fire evacuation procedures for posting in every stairwell across the development and are reviewing all our procedures in the face of recent disasters. **Fire safety advice** for residents is included later in this report.

An issue that is causing concern to residents and Directors is the increase in **Airbnb** use at City Quay. As a principle there is no objection to anyone using Airbnb in their apartment IF they also permanently reside there and share their spare room with guests. What is objected to is turning the apartment into a business which is expressly prohibited by the lease. We take every case reported to us very seriously and will pursue owners who are in breach of their lease. Let us know if you suspect an apartment is being used by Airbnb, or any other agent for short-term lettings.



Let's not forget that we have **magnificent grounds** including a 36-tree orchard for the benefit of all residents. This year we had to prune all the trees and one of the residents helped us out. There is also a need to spray the branches when they become infested, which about 50% of them have done this

year. If anyone has an interest in fruit trees please let us know so we can work together. We have raised beds which have already given a crop of about 3 dozen lettuce to which residents have helped themselves. The rhubarb has been planted into another bed so we now have twice as much as previously. And though we lost about 2 new beds of strawberries the remaining beds continue to flourish, they will need to be managed carefully to make sure they increase for next year. Anyone can use the raised beds at any time.

Another cause of concern to many residents is the question of **pets**. There are regular complaints to the Board about dog owners walking their pets on site without being on a lead. The Pet Policy is clear - all dogs should be on a lead at all times within the estate. Others rightly complain about dog owners not clearing up after their pets fouling the grounds. This again is not acceptable and everyone should know it is their duty to clean up after their dog - again the Pet Policy makes this point. We need everyone on site to draw the attention of offenders to the rules. I have been verbally abused by a resident who regularly walks her dog off the lead and lets it foul the grounds when I spoke with her about her behaviour.

And again another reminder to all **Landlords** at City Quay that you have to register your apartment with the City Council if you let your apartment out to tenants. This is obligatory in this city and we require all our owner-landlords to comply with the city regulations. 140 properties at City Quay are registered with the Landlord Selective Licensing Scheme and they can be checked out here:  
<http://liverpool.gov.uk/business/private-landlords/licences-and-standards/landlord-licensing/search-our-register-of-licensed-properties/>

Communication is critical to creating a happy and connected community of residents. We have a **website**: <https://www.engageliverpool.com/block/city-quay/> and also **Facebook** page: <https://www.facebook.com/CityQuayLiverpool/> as well as a **Twitter** account: @cityquaylife for keeping residents informed about all that is going on at City Quay. We also have an email address which is **cqmc@cityquaylife.com** . If there are other ways you would want us to use to keep in touch then just let us know and we will respond as promptly as possible.

And finally it is important to state that City Quay Directors do not recommend any **contractors** to residents but on our website we have list of contractors working at City Quay. No one working for City Quay or Wren has authority to recommend contractors to residents apart from those we use ourselves, who have been vetted to check their credentials and insurance cover.

I want to thank all residents for their cooperation and support during the past year and the volunteer resident Directors on the Management Company who meet regularly to make sure the estate runs smoothly. We welcome **Gladys Williams** who recently joined the Board and will seek ratification at the AGM. The AGM each year is the moment you get to make sure City Quay is developing and being run in a way you expect and want. Outside that time you can call an Extraordinary General Meeting or simply ask the Directors for a public meeting if you are dissatisfied with the way the estate is being run. I also want to thank Wren, our Managing Agent, for their decision to employ David Mault and for their continuing good management of the estate. And finally we want to thank Tom Tracey our Caretaker for the work he has done during this year.

Gerry Proctor MBE: Chair of City Quay Management (2001) Company Ltd.

## Governance and Directors' Profiles

City Quay Management Company has an agreed governance framework, which aims to provide consistent management, and processes of decision making, for the benefit of the whole development.

The Management Company embraces its responsibility for the impact of its activities on the environment, residents, employees, communities and all other interested parties. Consequently, local suppliers are used wherever possible to reduce travelling costs and fuel consumption, whilst also supporting the local economy.

Appointment of directors is subject to rotation, with one-third of their number standing down each year, after which they may stand for re-election if they wish to continue to serve. The rotation of Directors is as follows -

July 2017	Charlotte Bretherton to stand down
July 2018	David Higham and Olivia Smith to stand down
July 2019	Lyndsey Colligan and Gerry Proctor to stand down

### **Meetings and attendance**

This year Directors held ten business meetings, excluding the Annual General Meeting. The attendance record of Directors at CQMC Board meetings during the past 12 months was as follows -

Charlotte Bretherton	9 meetings
Lyndsey Colligan	7 meetings
David Higham	7 meetings
Gerry Proctor	9 meetings
Olivia Smith	6 meetings

### Directors' profiles

#### **CHARLOTTE BRETHERTON**



I have been a resident at City Quay for nine years and joined the Management Company as a director five years ago, taking on the responsibilities of Secretary. I have retired from formal employment but work on a voluntary basis for two local charities.

#### **LYNDSEY COLLIGAN**

I'm an owner occupier who has lived here for over ten years now. I became involved in the residents' association then a director of the management company shortly after moving in to help in the running of the estate and also to meet the neighbours! I also manage the CityQuayLife Twitter account and work in Pharmaceutical sales.





## GERRY PROCTOR MBE, CHAIR



I came to City Quay in May 2005 and have really enjoyed the years I have been here. I became a member of the first City Quay Residents Association Committee and was asked to continue as Chair after we were given the option of becoming Directors of the already existing City Quay Management (2001) Company Ltd, making us a Resident Management Company. I am the Chair of the city-centre and waterfront residents' forum Engage Liverpool, which is now a CIC and a social enterprise.

## DAVID HIGHAM

We moved to City Quay three years ago from the south coast, to be closer to our son, daughter and now our grand-daughter. I am retired after a career in financial and general management. Before moving into manufacturing industry, I qualified as a Chartered Accountant for audit management with Deloitte in London.



## OLIVIA SMITH



I have lived in City Quay since 2013 and joined the board of directors last year. Having an input into the current work and future planning of City Quay is particularly rewarding, ensuring that our estate remains a lovely place to live. I work locally, in Liverpool, as a community pharmacist.

## HomeGround - Increase in Ground Rent (Lyndsey Colligan)

Owners who pay ground rent to Home Ground (there are two landlords at City Quay) may have noticed on your statement and invoice for the rest of the year that you have "outstanding charges" you never knew about, and with no explanation. This is because of an increase in ground rent charge from last year, which they are only just invoicing now and make no mention of in their correspondence.

I raised the matter with HomeGround and received the following responses, most recent email first. It would be interesting to hear other residents' experiences with them and/or any feedback regarding taking this further?!

HomeGround response -

"Unfortunately unless your lease contains a clause that specifically states time is of the essence in respect of the rent review, the landlord is entitled to complete the review retrospectively. As your review is based on the change in RPI, the revised Rent cannot be confirmed prior to the review date as we require the RPI figures to complete the calculation. RPI figures for a particular month are not usually published until the middle of the following month so whenever a review is due, you will always pay the current charge and then later be issued an increment invoice.

Apologies for the inconvenience. "

LC email -

"Thank you for your reply, I am aware of the rent review every five years but the shortfall is due to yourselves not informing leaseholders of the increase last year and invoicing without the increase last year and first part of this year. I believe there is a prescribed form of notice you should supply leaseholders with before applying the increase and that you haven't complied with the terms of the lease in respect of notifying and documenting changes to the rent therefore I don't think leaseholders should have to pay the increase until you have done so. The most recent correspondence you sent with the new balance and outstanding charges to leaseholders makes no mention whatsoever of the increase in rent and we have received numerous queries from owners asking why they have outstanding charges which on your part seems exceptionally unprofessional. We are seeking legal advice on the matter and look forward to your response re not giving leaseholders due notice before applying the increase."

HomeGround response -

"Thank you for your email and apologies for the confusion. In line with the terms of your lease the rent review is carried out every five years from the commencement date. However, as we've only recently reviewed your rent, the shortfall since 27 July- 31 Dec 2016 and 1 Jan- 30 June 2017 has been added to your account. All terms within the lease are therefore effective from the date regardless of when you moved into the property. Please note that this is something your solicitor should have informed you prior to the completion of sale. Please see attached a copy of your lease and statement."

LC email -

"Thank you for your reply. If the ground rent isn't due for review till 27th July 17 as per your below email below, why am I being back charged for underpayment on the last two payments? Is this legal to retrospectively charge for your invoice errors if there was in fact an error on your behalf? Also is there an explanation for the increase? "

Original HomeGround response to LC query -

"Thank you for your email. I can confirm that as per terms of your Lease you was due a Rent review on the 27th July 17 increasing your Ground Rent to £150.86 however, as this did not take place you was undercharged Ground Rent for the last two charges. Therefore this has been invoiced back to yourself to cover them two periods. Kind Regards"

## **Redecoration and refurbishment of the development**

The redecoration program which commenced last year continues. At this stage communal areas in 9 blocks out of a total 13 have been repainted, and the carpet replaced in block 1, which was in the most urgent need.

In order to make best use of the weather, the outside black metalwork is being painted in the summer months. This is being organised by row on a west to east basis, and this summer it is the turn of the metalwork surrounding the lake.

We have significantly improved the quality of the preparation and of the paints being used, making the interior walls more cleanable and the externals more durable. In addition, as the work has progressed, it has been necessary to repair,



and in some cases replace, communal windows where there had been water ingress.

We still experience ongoing problems caused by some residents who do not take care of the decoration, for example when bicycles are carried up stairwells, causing black scuffs.

### Water feature

For the past several years we have been wrestling with problems associated with the water feature - most particularly the quality of the water, which is rich in nutrients. Again this year, as a consequence of the period of warm dry weather we have recently enjoyed, we have seen heavy growth of algae, which feed on the nutrients. The problem of algae-rich, murky green water is currently being encountered widely around the country, although that is hardly a consolation to residents of City Quay! It is, however, indicative of its complex and intractable nature.

We first sought professional help in 2011, when Professor Andy Hull (formerly) of John Moores University kindly provided a consultancy report free of charge. This was published in our 2011/2012 Annual Report and its advice - to reduce fish stocks and the population of water fowl, apply chemical treatment and introduce water plants to take up the nutrients - was followed but proved largely ineffective. Professor Hull stressed at the time, however, that the quantity of rainfall during the summer was a key factor.

During the relatively dry summer of 2015 the water quality was particularly poor, with algal scum appearing on the surface for the first time. As a consequence we were obliged to display warning notices about the presence of potentially harmful blue-green algae and to turn off the fountain until wetter, cooler weather returned in the autumn.

This experience prompted the commissioning of an in-depth report from consultants Laguna Science, which was discussed with residents at an extraordinary general meeting on 12<sup>th</sup> October 2015. At that meeting those present overwhelmingly supported the continuance of efforts to remedy the problem of poor water quality.

Several recommendations were made by Laguna Science and it was decided to proceed, initially, with the least costly. These included further measures to deter Canada geese (a significant source of additional nutrients to feed the algae), which appear to have been quite effective, and a much larger scale introduction of aquatic plants to take up the nutrients - which, for the second time, failed to thrive. We are currently undertaking a small-scale trial of different plants to test their survivability. This is being conducted by Laguna Science at no cost to City Quay following the failure of the earlier planting.



The summer of 2016 was relatively cool and wet and the problems experienced the previous year did not arise. Consequently it was decided to review the situation in 2017. As is clearly evident, the warm, dry spring this year has again brought to the fore the need to take effective remedial action. Alternative avenues continue to be explored, but further consideration must now be given to relatively costly

solutions, proposed by Laguna Science, such as installation of a diffuser aeration system on the lake bed.

### *Fountains*

While fountains do not contribute significantly to aeration of the water, as they affect only the surface, they are very important to the appearance of the lake. The original four fountains were removed in 2015, when the company which installed them refused to continue their maintenance, and replaced by a single fountain of a more modern design, which facilitates maintenance. While it is the intention to install two additional fountains, this must depend upon the success of efforts to improve the water quality, as it would be pointless to install expensive fountains which then have to be turned off if the water quality deteriorates.

### **City Quay Urban Garden**

In the raised beds of our communal garden the soft fruit, herbs and salad greens continue to thrive (and to be used by residents). This year has seen the introduction of a wider range of vegetables and also of sweet peas, which are a most welcome addition. This is a shared resource for residents - you are welcome to plant and maintain and/or use the fruit, vegetables and flowers.



Near the raised beds you will find our orchard of 36 fruit trees - eating apples, pears and plums. Again residents are invited to pick the fruit when it is ripe.

### **Managing Agents' Report - Wren Properties Ltd**

The accounts to 31 March 2017 are included at the back of this report and show an increase in City Quay's net assets to £238,570. We are pleased to report that spending was in line with the budget and no increase in the service charge was necessary for the forthcoming financial year.

Major works carried out during the year included exterior and interior painting and works to the fire control system, gate closures, TV aerial system and grounds including wild flower planting. We cautiously reported in March that the aquatic planting and initiatives undertaken during the year to improve the water quality of the lake appeared to have been effective. Sadly as we have moved into summer the algae growth has again become problematic. Research into remedies is continuing and a separate section from the board is included in this report.

Liverpool's Landlord Licensing Scheme means that from 1st April 2015 all private landlords in the city must obtain a licence for each of their rented properties. More information is available at <http://liverpool.gov.uk/landlordlicensing>

Block 3 experienced damage to its décor in the stair well serving apartments 82 - 89 caused by bicycles being carried up the stairs. This is something that occurs across the site and we would ask that if you observe someone taking their bicycles up the stairs please ask them not to do so in future or let us know which apartment they are occupying and we will write to them. There is bicycle storage available at Casemate No. 3.

Residents may have noticed an employee of Wren around the development who is David Mault. He has an active involvement with City Quay and will give us a presence onsite which we hope will prove beneficial to residents in the delivery of our services.

Finally we take this opportunity to thank the City Quay board of directors for their work and commitment to the success of the development. We look forward to working with them to implement the planned improvements, most notably the continued roll out of the exterior painting, interior décor and carpets.

Wren Properties Ltd

### Gardeners' Report - Grosvenor Services

Hi everyone

It looks like summer is finally on its way and colour is returning to the site. The perennial beds are starting to show their blooms and should last for the next few months. The most recent bed (just on the left through the first roadside gate) is looking particularly good. The added bonus is that a lot of the flowers are attractive to bees and other beneficial insects. The bees also seem to be making the most of the wildflower corridor on the green open space to the front of the site.



The annual battle with weeds is also in full swing. All the lawns have recently been treated with herbicide and we are carrying out an ongoing spraying programme on the hard standing areas and shrub beds where needed. There seems to be a competition between the grass, weeds and hedges to see who can grow the fastest at the moment!

The fruit trees should be starting to fruit anytime soon and we will be checking the trees on the next visit for any signs of pests or branches potentially snapping under the weight of all the fruit.

City Quay is a very large site and occasionally we will miss the odd thing or there may be something that is bothering you. If so please let myself or any of the team know, alternatively let David Mault or the committee know and we will get it sorted.

Best wishes

Paul

Paul Bowden  
Grosvenor Services  
Estate and Landscape Maintenance  
[07747191256](tel:07747191256)  
[pb.grosvenor@virginmedia.com](mailto:pb.grosvenor@virginmedia.com)

## Fire safety advice for residents

Fire procedure signs are installed throughout the estate. Repairs to smoke seals, rubbish removal and locking cupboards in the communal areas are part of the day-to-day onsite routine. Aarhus Fire Protection are employed to carry out regular tests of the communal alarms and emergency lights. Adiuvo will arrange repairs to essential communal equipment out of hours (please note you should always call The Fire Service in the event of a fire). Smoke detectors and emergency lights are replaced by SWJ Electrics and all smoke vent systems are maintained by Dyer Environmental.

There is also action you can take, and the easiest way to protect your home and family from fire is to check you have a working smoke alarm. A smoke alarm can provide an early warning of a fire and allow you to make your escape - but only if it is working. You are more than twice as likely to die in a fire if you do not have a working smoke alarm.

- Test your smoke alarms regularly.
- Never disconnect or take the batteries out of your smoke alarm.

You can prevent fire from happening by taking a few simple steps

- Don't leave cooking unattended, and avoid leaving children in the kitchen alone with cooking on the hob.
- Be especially vigilant when cooking with oil. Don't overfill chip pans and NEVER throw water on a chip pan fire.
- Make sure cigarettes are put out properly, use a proper ashtray and don't smoke in bed. (SMOKING NOT PERMITTED IN THE COMMUNAL AREAS)
- Don't overload electrical sockets.
- Turn off appliances when not in use. Don't even leave them on standby.
- Keep matches and lighters out of reach and sight of children.
- Make sure candles are secured in a proper holder and away from materials that may catch fire - like curtains. Children shouldn't be left alone with lit candles.

Keep safe and plan your escape

If your home is not already provided with smoke alarms, fit one in your entrance hallway (and landing of any upper or lower floor). For even better protection, fit one in your lounge and fit a heat alarm in your kitchen. Make sure your smoke and heat alarms meet British and European standards. If you fit more than one, link them together so they all sound the alarm and; if mains-powered use devices with a standby power supply in case of mains failure.

Always leave if your flat is affected by smoke or heat or if told to by the fire service.

Do Not Leave Your Belongings Or Rubbish In Corridors, The Lift Lobby Or The Stairway. This could affect you and your neighbours if there was a fire.

#### Fire Action

If you are in a corridor, lift lobby or stairway and you notice a fire, leave the building immediately and, if safe to do so, alert other residents in the immediate vicinity on your way out (knock on their doors).

#### If Fire Breaks Out In Your Home:

- Leave the room where the fire is straight away, then close the door.
- Warn everyone in your home / building and get them to leave. Close the front door of your flat behind you.
- Do not stay behind to put the fire out.
- Call the fire service.
- Wait outside, away from the building.

#### To Call The Fire Service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

Do Not Put Yourself At Risk. Do Not Return To Your Flat Until It Is Safe To Do So.

#### Remember:

- Test your smoke alarm once a week.
- Keep the exit route from your flat clear so you can escape in an emergency.
- Close doors at night, especially the doors to the lounge and kitchen to prevent fire spreading.
- Plan your escape NOW. Be prepared and don't wait until it happens.

# CITY QUAY MANAGEMENT (2001) COMPANY LTD

## ANNUAL GENERAL MEETING 2016

**Date and time:** 11<sup>th</sup> July 2016 7.0 pm

**Venue:** Casemate No.5, City Quay

**Present:** Gerry Proctor, Chair, Charlotte Bretherton, David Higham and  
Olivia Smith (Directors), Philip Robinson and Richard Robinson (Wren), various leaseholders, residents and guests.

**Minutes by:** Charlotte Bretherton

	<b>NOTE</b>	<b>ACTION</b>
1.0	<b>WELCOME AND APOLOGIES</b>	
1.1	Gerry Proctor welcomed all present. A special welcome was extended to Ward Councillor, Hetty Wood, and	
1.2	directors of Armstrong Quay. Apologies had been received from Lyndsey Colligan (director) and Merseyside Police.	
2.0	<b>MINUTES OF LAST MEETING</b>	
2.1	The minutes of the previous meeting, on 13 <sup>th</sup> July 2015, were unanimously accepted as a true record.	
2.2	Matters arising from the minutes – <ol style="list-style-type: none"> <li>1. Traffic circulation: suggested that double yellow lines be provided around front entrance and that road markings be introduced to indicate ‘major’ and ‘minor’ roads within the development. Possible signage to indicate visitor parking at the rear.</li> <li>2. Recycling: request that recycling rules be made clear. Recycling bags were distributed to residents who did not have them.</li> <li>3. Complaint that casemate occupants were depositing rubbish inappropriately. This to be pursued.</li> </ol>	Directors  Wren
3.0	<b>GOVERNANCE</b>	
3.1	Accordance to the rotation of directors, Gerry Proctor and Lyndsey Colligan were due to stand down. Both had indicated their willingness to continue to serve. Their re-election was overwhelmingly confirmed, with two leaseholders opposing.	
4.0	<b>CHAIR’S REPORT</b>	
4.1	Water feature: Causes of poor water quality and programme of remedial action were explained. No decision would be taken on installation of additional	

4.2	fountains until water quality had reached an acceptable level. Policy documents: documents had not been re-circulated this year as no changes had been made. The importance of compliance with the water leaks policy was emphasised following an increase in insurance excess.	Wren
4.3	Alternative insurance arrangements to be investigated. Redecoration programme: External and internal repainting had commenced. CQ6 would be included in the programme of external painting. Carpets were to be replaced in order of original laying.	
4.4	Chair thanked his fellow directors for their support; and Wren and Site Manager, Tom Tracey, for their hard work on behalf of City Quay.	
5.0	<b>FINANCIAL REPORT</b>	
5.1	Philip Robinson reported a generally satisfactory situation. There was a small deficit in terms of income and expenditure but a growth in net assets of £60,000. The function of the sinking and reserve funds was explained. The sinking fund would allow future, and possibly unexpected, major expenses to be met.	Wren
5.2	The casemates had provided some revenue, which was used in their upkeep. Casemate revenue to be shown separately in future.	
5.3		
5.4	The 4% increase in service charge for 2016/2017 was needed to fund the programme of redecoration of the entire development. Due to careful financial management, there had been no end of year levy to deal with unmet expenses.	
6.0	<b>RESIDENTS' ISSUES</b>	
6.1	Written questions submitted in advance by a resident – 1. Waterford Group's lobbying to take over management of the estate: The company had been trading only six months and had a low credit rating. Its approach had been unprofessional. Attempts to be made to remove the Group's 'City Quay' facebook page. 2. Sub-letting: residents urged to report suspected cases of short-term subletting to directors or Wren. 3. Pet policy: Wren have written to uncooperative dog owners.	Wren
7.0	<b>DATE AND TIME OF NEXT AGM</b>	
7.1	10 <sup>th</sup> July 2017, 7.0 pm, Casemate No. 5	



# CITY QUAY, LIVERPOOL

## CHARTERED ACCOUNTANTS' REPORT OF FACTUAL FINDINGS ON THE UNAUDITED ACCOUNTS OF CITY QUAY, LIVERPOOL

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You have stated that an audit of the service charge accounts in accordance with International Standards on Auditing is not required. In accordance with our engagement letter we have performed the procedures enumerated below with respect to the service charge accounts set out on pages 2 to 5 in respect of City Quay, Liverpool for the year ended 31 March 2017 in order to provide a report of the factual findings about the service charge accounts. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the lessees/owners and managing agent for our work or for this report.

### **Basis of Report**

Our work was carried out having regard to Technical Release 03/11 "Residential Service Charge Accounts" published jointly by the professional accountancy bodies with ARMA and RICS. In summary, the procedures we carried out with respect to service charge accounts were:

- 1) We obtained the service charge accounts and checked whether the figures in the accounts were extracted correctly from the accounting records maintained by or on behalf of the managing agent.
- 2) We checked, based on a sample, whether entries in the accounting records were supported by receipts, other documentation or evidence that we inspected.
- 3) We checked whether the balance of service charge monies for this property shown on the balance sheet of the service charge accounts agreed or reconciled to the bank statements for the accounts in which the funds are held.

Because the above procedures do not constitute either an audit or a review made in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements, we do not express any assurance on the service charge accounts other than in making the factual findings set out below.

Had we performed additional procedures or had we performed an audit or review of the financial statements in accordance with International Standards on Auditing (UK and Ireland) or International Standards on Review Engagements, other matters might have come to our attention that would have been reported to you.

### **Report of Factual Findings**

- a) With respect to item 1 we found the figures in the statement of account to have been extracted correctly from the accounting records.
- b) With respect to item 2 we found those entries in the accounting records that we checked were supported by receipts, other documentation or evidence that we inspected.
- c) With respect to item 3 we found that the balance of the service charge monies agrees or reconciles to the bank statement for the accounts in which the funds are held.

### **Booth Ainsworth LLP**

Chartered Accountants  
Alpha House  
4 Greek Street  
Stockport  
Cheshire  
SK3 8AB

Date : 21 June 2017

**CITY QUAY, LIVERPOOL**  
**INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2017**

	£	2017 £	£	2016 £
<b>Turnover</b>				
Service charges		534,475		511,433
<b>Establishment expenses</b>				
Insurance	105,722		101,672	
Electricity	45,001		20,000	
Cleaning	35,037		32,629	
Window cleaning	6,929		5,025	
Repairs and maintenance	64,204		53,795	
Lake works	11,148		13,771	
Lift maintenance	2,250		2,547	
Landscape maintenance	43,427		42,719	
Communal door replacement	-		74,021	
Redecoration	68,470		-	
Communal carpets	9,120		-	
Communal windows	13,704		-	
Reserve fund provision	8,882		54,050	
Sinking fund provision	42,975		42,975	
		(456,869)		(443,204)
<b>Administrative expenses</b>				
Management fees	68,500		68,238	
Legal and professional fees	827		599	
Accountancy	840		840	
		(70,167)		(69,677)
<b>Surplus/(deficit) for the year</b>		<u>7,439</u>		<u>(1,448)</u>

# CITY QUAY, LIVERPOOL

## BALANCE SHEET

AS AT 31 MARCH 2017

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	Notes	2017 £	£	2016 £	£
<b>Current assets</b>					
Service charges in arrears		20,203		20,889	
Cash at bank and in hand		320,649		338,637	
		<u>340,852</u>		<u>359,526</u>	
<b>Current liabilities</b>					
Trade creditors		14,516		12,750	
Service charges in advance		11,416		10,459	
Accruals		76,350		124,607	
		<u>102,282</u>		<u>147,816</u>	
<b>Net current assets</b>			<u>238,570</u>		<u>211,710</u>
<b>Capital account</b>	<b>3</b>		14,510		7,071
<b>Sinking fund</b>	<b>3</b>		205,660		162,685
<b>Reserve fund</b>	<b>3</b>		18,400		41,954
			<u>238,570</u>		<u>211,710</u>

We certify that to the best of our knowledge and belief the records produced together with the explanations given constitute a true and correct record of the transactions relating to the Development for the year ended 31 March 2017 and we certify the attached accounts have our approval.

**Wren Properties Limited**

Date : 21 June 2017

# CITY QUAY, LIVERPOOL

## NOTES TO THE ACCOUNTS

**FOR THE YEAR ENDED 31 MARCH 2017**

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**1 Accounting policies**

**1.1 Accounting convention**

The accounts are prepared under the historical cost convention.

**1.2 Compliance with accounting standards**

The financial information is not intended to achieve full compliance with the provisions of UK Generally Accepted Accounting Principles.

**1.3 Turnover**

Turnover represents amounts receivable for service charges.

**1.4 Sinking fund**

The sinking fund is an allowance for the future costs associated with unknown major expenditure at the development.

**1.5 Reserve fund**

The reserve fund has been established to provide funds for expenditure which occurs on a periodic basis such as decorating, replacement fixtures and fittings and insurance valuations.

**2 Repairs and maintenance analysis**

General repairs

64,204

64,204

# CITY QUAY, LIVERPOOL

## NOTES TO THE ACCOUNTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2017

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#### 3 Statement of movements on reserves

<b>Capital account</b>	<b>£</b>
Balance at 1 April 2016	7,071
Surplus for the year	7,439
	<hr/>
Balance at 31 March 2017	14,510
	<hr/> <hr/>
<b>Reserve fund</b>	<b>£</b>
Balance at 1 April 2016	41,954
Contribution for the year	8,882
Expenditure in the year	(32,436)
	<hr/>
Balance at 31 March 2017	18,400
	<hr/> <hr/>
<b>Sinking fund</b>	<b>£</b>
Balance at 1 April 2016	162,685
Contribution for the year	42,975
	<hr/>
Balance at 31 March 2017	205,660
	<hr/> <hr/>





 /CityQuayLiverpool

 @CityQuayLife

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cqmc@cityquaylife.com

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City Quay Management (2001)  
Company Ltd  
Annual Report 2016-2017