

# North End House News

Issue No. 30

13<sup>th</sup> November 2018

Dear Residents & Leaseholders,

At their meeting on 26<sup>th</sup> October 2018 the board has taken new initiatives and measures to improve the administrative efficiency of the estate and to financially meet the demands required for its maintenance and repair costs. Our reserves have been depleted with the major repair works which were undertaken in the last two years and in order to complete the planned improvement projects we have to replenish these reserves slowly and efficiently with the least possible increases in charges.

## **1. North End House is going “cashless” as of Jan 1<sup>st</sup> 2019**

In an attempt to reduce the administration burden (and therefore, costs) and to ensure staff safety and compliance, it was decided to abandon all cash payments. As of 1<sup>st</sup> January 2019, visitor parking, fobs, handyman charges and any other one-off administration charges will have to be paid by debit or credit card. Two card readers accepting all major debit and credit cards will be made available, one in the porter's lodge and one in the office.

It is important to note that for any purchases, residents ask the handyman to do for their flats, they will have to provide the cash advance themselves.

Cash payments for service charge, ground rent, parking spaces or cubicles will also be abandoned. For these regular payments, residents and leaseholders will be asked to set up standing orders, direct debits or bank transfers as of 1<sup>st</sup> January 2019. Card payments will not be accepted for regular charges.

## **2. North End House will stop accepting cheques as of Mar 1<sup>st</sup> 2019**

Again, in order to reduce costs, such as banking fees, and in order to reduce administrative complexity cheques will no longer be accepted for all regular payments like service charge, ground rent, parking spaces and cubicles. Cheques will be accepted for the last time with the upcoming Nov/Dec demand. After that all residents and leaseholders are kindly requested to comply with the new rule. If help is needed to set up the standing order, direct debit or bank transfer, please get in touch with the office.

## **3. New administration charges as of Jan. 1<sup>st</sup> 2019**

Our administration charges have been unchanged since 2015. Unfortunately, we have to catch up with inflation and cost increases of the last years. Therefore, we had to make the necessary adjustment. Going forward, we plan to adjust

these charges yearly according to inflation.

The new administration charges and cubicle rent valid as of Jan 1<sup>st</sup>, 2019 will be published on the NEH web site.

#### **4. Parking as of Jan. 1<sup>st</sup>, 2019**

Following the discussion at the AGM, the board decided not to proceed with the car debenture proposal. However, with a view to use our car park asset in the company's best interest, and to fall in line with parking fees in our area, it was decided to gradually increase the rent year by year. The new charges valid as of 1<sup>st</sup> January 2019 are as follows:

**Visitor parking from 2hrs – 8hrs  
£12**

**Visitor parking over 8hrs £15**

**Open bay leaseholder per quarter  
£160**

**Open bay non-leaseholder per  
quarter £320**

**Covered bay leaseholder per  
quarter £190**

**Covered bay non-leaseholder per  
quarter £380**

**Garage leaseholder per quarter  
£250**

**Garage non-leaseholder per  
quarter £500**

#### **5. Service Charge Financial Year 2019/2020**

Due to effective cost management, we didn't have to increase the service charges for 2 years. The last increase of 5% dates from March 2017. For the new financial year starting April 2019 the service charge will be increased by 5%. This increase will come into effect with your demand of March 2019.

We are aware that all these changes and increases have a direct impact on you. But the same principles apply for all our suppliers and contractors, too. We continue to ask for price decreases or price freezes wherever possible. We stopped paying anyone by cheque - we only pay by bank transfer or direct debit. And we are introducing new procedures for our staff in order to reduce administrative costs as much as possible.

#### **6. Appointment of Mr Minter Dial as director**

Mr Minter Dial was appointed as a director at a board meeting held on 26<sup>th</sup> October 2018 in line with the company's articles of association.

#### **7. Building Insurance**

We have changed our brokers for the building insurance. Please find attached with the newsletter the new claims procedure for the estate.

**From North End House Board**