



Praxis Block Management

Hebble Wharf
Wakefield
Waterfront
West Yorkshire
WF1 5RD

AGM Agenda – 14th October 2024

1. Welcome and Introductions, apologies for absence
2. Updates from Praxis Block Management
 - 2.1 Transfer of responsibility from Plymouth Block Management
 - 2.2 Financial Update
 - 2.3 Cladding and Building Safety Update
 - 2.4 Five Year Maintenance Plan
 - 2.5 Water leaks at Hebble Wharf
 - 2.6 Other
3. Feedback from the Association
4. Questions from Leaseholders
 - 4.1 Questions notified in advance to the Secretary
 - 4.2 Other questions from leaseholders



AGM Agenda – 14th October 2024 – Cont..

5. Block Finance

5.1 Service Charge Accounts for 2023/24

5.2 Reserve Funds

5.3 Accounting arrangements for Cladding Safety Scheme instalments


6. Minutes of 2023 AGM

7. Chairman's Report

8. Treasurer's Report

9. Election of Committee and Officers

10. Any other business



Who we are?

Praxis Block Management is a professional property management company that offers block management services in the UK. We cover all areas and manage developments in England and Wales. We manage developments of all sizes and aim to provide a professional service that results in a transparent and cost-effective outcome for residents, lessees, and freeholders.

Our services cater to a diverse range of clients, including purpose-built residential blocks, freeholders, developers, converted houses, and property owners looking to take control of their management responsibilities.



Services



Ground rent

Ground rent is a periodic payment made by leaseholders to the freeholder for the use of the land on which their property is situated.



Service Charges

Service charges are vital contributions made by leaseholders to cover the costs of maintaining, repairing, and managing shared areas within a property.



Maintenance

Repairs & Maintenance services tailored to ensure the longevity and optimal functioning of your blocks, estates, or buildings.



Fire Safety

Complying with legislative requirements, we ensure that fire alarm systems and fire equipment are meticulously installed, monitored, and maintained to safeguard occupants and assets against potential hazards.



Major Works

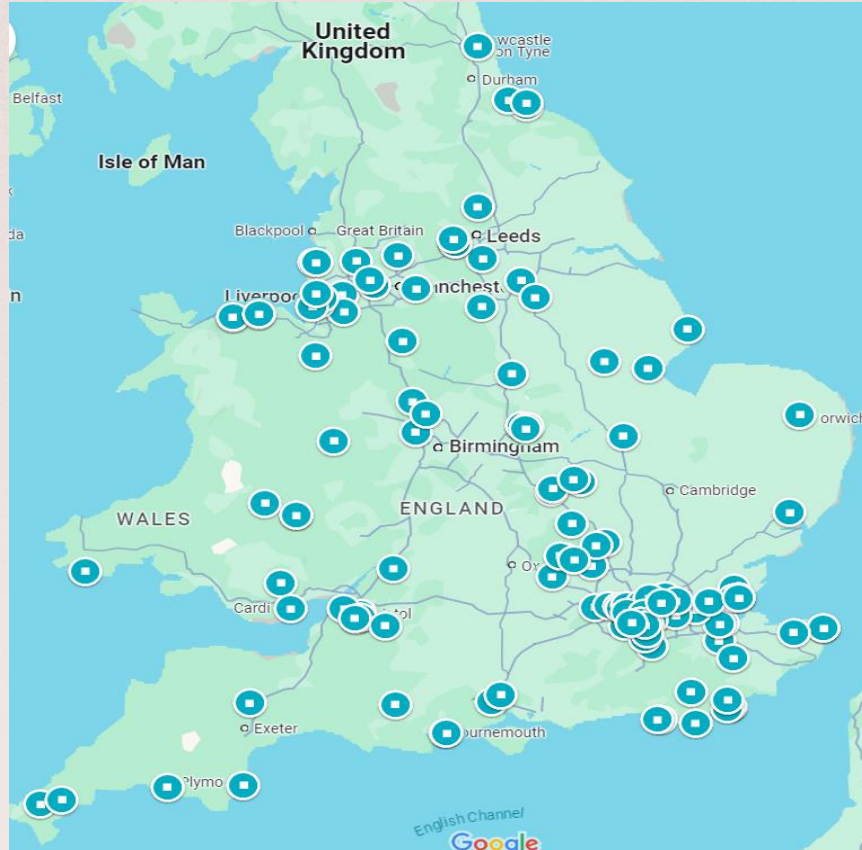
Our dedicated team excels in overseeing major works at properties where the lease mandates that the freeholder assumes responsibility for comprehensive projects every 4-7 years, varying based on individual lease agreements.



Surveyors

Surveying involves the detailed inspection and evaluation of properties, land, and buildings.





**Our portfolio consists of over
1700 residential units across
England and Wales.**



2. Updates from Praxis Block Management Ltd



2.1 Transfer of responsibility from PBM

- Praxis took over management from 1st July 2024.
- We collect service charges (inclusive of building insurance & estate charge), Service charge year runs from 1st April – 31st March each year and are paid on a quarterly basis.
- We are responsible for ensuring the building is complaint as per fire safety regulations. i.e. conduct weekly fire alarm and emergency light testing, fire door checks etc.
- We deal with insurance claims in relation to the common parts.
- We organize reactive and periodic maintenance work on the building.

2.2 Financial Update / Block Finance


- Current Service Charge balance is circa £5k.
- Reserve fund balance is £8,526.05.
- Service Charge Arrears are circa £94k. (Grey GR Units owe circa £35k)
- Estate Service Charges for Q1 & Q2 are paid – Q3 is outstanding.
- Communal Electricity (Utility Warehouse) arrears - £20k

2.3 – Cladding Building Safety

- Cladding application was successfully completed last month and was approved.
- The funds from Homes England are yet to be deposited into the DCA.
- UPM as the primary agent for G&O Real Estate ltd are currently dealing with the cladding project and will be providing a further update on this matter in the upcoming week.
- Fire risk assessment (FRA) is due to be published by Maple Fire Consultancy. Praxis will arrange remedial works recommended within the FRA and also complete necessary works as per recommendation within the compartmentation survey.



2.4 – 5 Year Maintenance Plan

- The maintenance plan was commissioned in late 2020 by William Ossitt.
 - Reserve fund balance was utilized to cover unplanned/urgent maintenance costs such as EWS1, Emergency repairs, PAS9980 Survey & Intercom repairs over the last 3 years.
 - The annual service charge includes a reserve of £13,250.00 to be collected towards the 5-year maintenance plan.
 - It would be advisable for the surveyors to re-inspect the building and produce a revised report including any urgent/additional work that may have arisen since the last inspection in 2020.
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2.5 – Leaks at Hebble Wharf

- Leak from 315
- Leak from 405 – 406 – Affected 307
- Leak from 207 affected 107, 106, 105, 104
- Leak from 105 affected 308
- Leak from 315 affected communal areas and commercial unit
- Leak from 211

2.6 - Others

- Landlord Deed of Certificates – 80% Leasehold Certificates were submitted as per Gary's Report from 2023.
- Postage & Parcels – The options include installation of an external locker for deliveries. OR agreement with the estate management for parcels to be delivered at their reception.
- A guidebook is due to be published for leaseholders at Hebble Wharf. This will be reviewed by the HBRA before formally publishing it. <https://drive.google.com/file/d/1X2Y2SuWTP-wDZt5vPCUMQQ6oGFXqz68J/view?usp=sharing>.
- Responsibility of the leak – external stop tap or the internal stop tap.



3 – Feedback from the Association





4 – Questions from Leaseholders

What is the current position regarding fire safety and cladding replacement at Hebble Wharf?


- UPM as the principal agent are currently dealing with the cladding remediation project with Homes England. An update will be provided in the upcoming weeks on next steps.
- The cladding application has been successfully approved and the pre-tender monies are due to be deposited in the DCA.
- Currently, the fire safety tests (Fire alarm & emergency lights) are being completed by AT Developments on a weekly basis.
- Shaan from Maple Fire is finalising the Fire Risk Assessment. Praxis will action recommended works once in receipt of the report.





What is the anticipated timeline for obtaining a satisfactory EWS1?

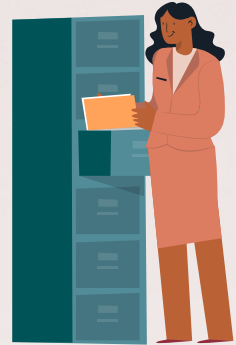
Is there anything can be done to help people trying to sell their apartments?

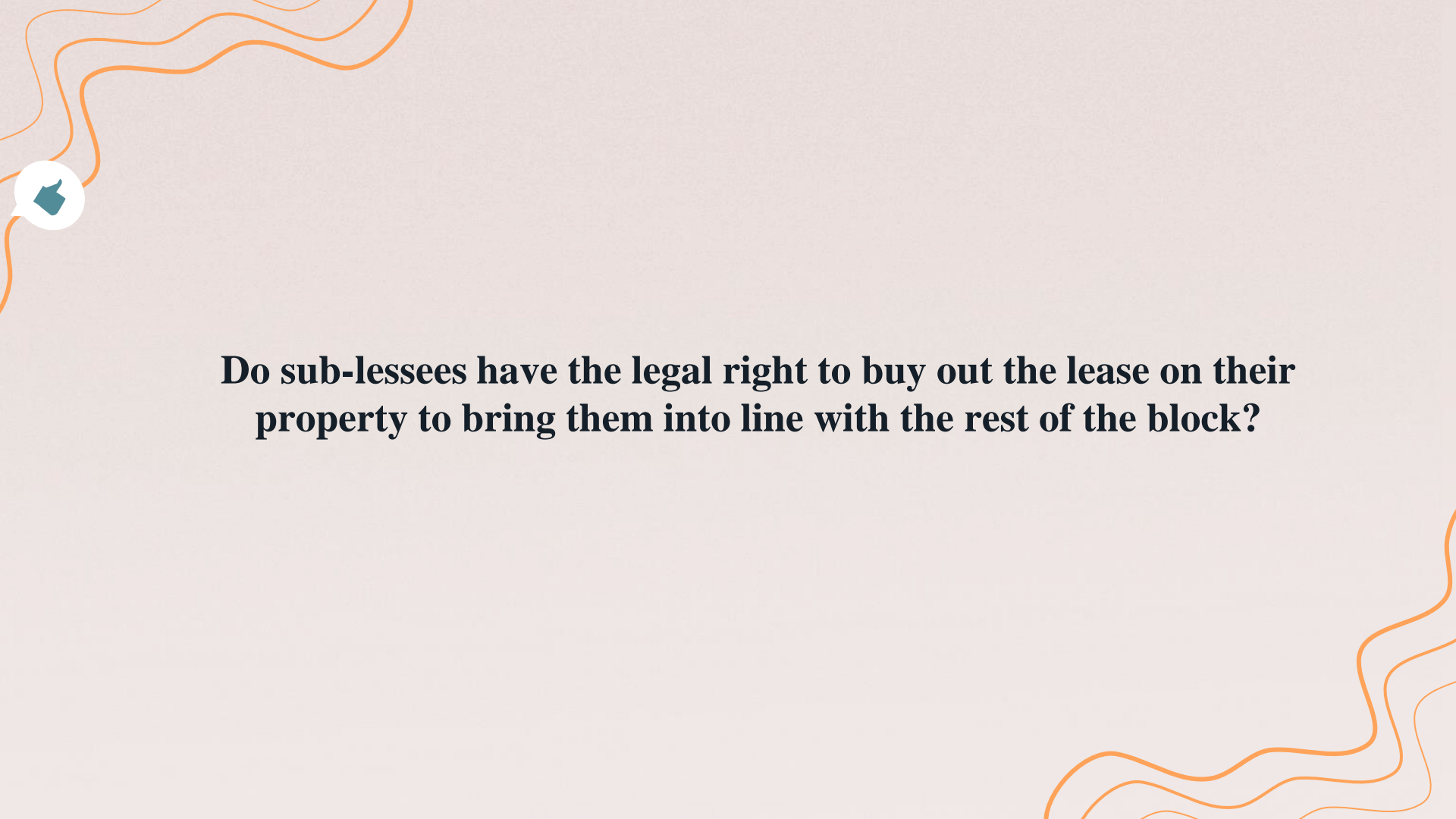
- A satisfactory EWS1 will be achieved once the cladding works are completed. We cannot confirm a timeline up until we are in receipt of a final draft specification of works.
 - At this stage, there is little we can do to assist leaseholders who are looking to sell their apartments as lenders are unwilling to grant mortgage on high-risk buildings with a B2 rating.
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Will Praxis and Plymouth Block Management be working together on managing the block? How will Praxis support the Grey GR Sub-Lessees whose service charges are still paid to Plymouth?

- Praxis will be managing the block on behalf of the head lessor (G&O Real Estate Ltd).
- PBM are managing the sub-leases on behalf of Grey GR and they will be paying the service charges for Grey GR flats directly to Praxis.
- Any arrears on Grey GR Units will be recovered directly from the registered leaseholder.





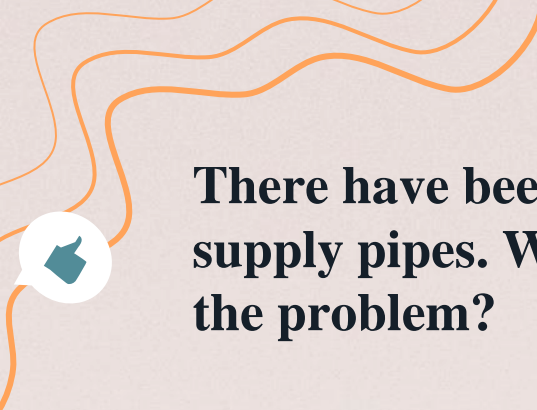
Do sub-lessees have the legal right to buy out the lease on their property to bring them into line with the rest of the block?




We understand that a survey has been carried out recently to investigate installation of solar panels. What is the expected outcome, and will there be a cost to leaseholders?


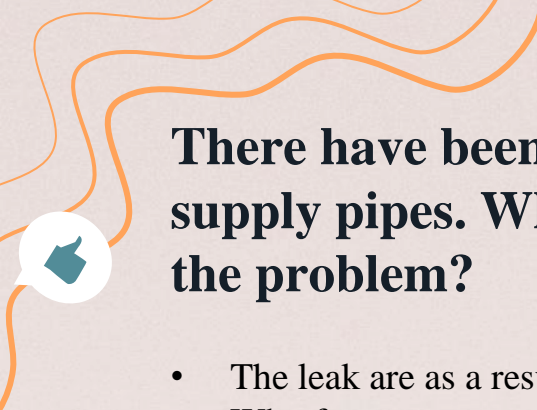
- The survey was organised by the head lessor with the intention to install solar panels and aid in generating recyclable energy to power the building.
- Report is due from the engineer along with a proposed plan for the works.
- Costs to be confirmed in due course.






There have been 7 serious water leaks recently caused by burst water supply pipes. What has caused this and what is being done to address the problem?

- Leak from 315 affected 215
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- The leak are as a result of poor plumbing material used in the original construction of Hebble Wharf.
 - As per AT developments reports, majority of the leaks are being caused before the internal stop-tap located within the flats. Others are at the external stop tap in the riser cupboards.
 - So far, majority leaks have been repaired and the source of water ingress has been rectified. (404 still pending)
 - Insurance claim has been lodged and damage reports were requested for all affected flats. AT developments will be quoting for damage repair to all flats and a second estimate will be sought from another contractor. They may appoint a loss adjustor to assess the extent of damage and are currently waiting for approval to progress the damage repair works.
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What progress is being made to identifying the ongoing water ingress to apartment 412 that has been ongoing since the Section 20 works were completed? Adam Cooper proposed to Plymouth Block Management that leak detection experts should be brought in but there has been no visible progress since then and the wooden flooring in the apartment is being damaged again.





Why have there been repeated interruptions to the TV signal?


- The TV aerial and distribution amplifier was damaged in a recent leak from Flat 404
 - AT Developments have checked and confirmed the system is water damaged and beyond repair.
 - Quotes have been submitted to insurers. Once approved, the entire system in the riser cupboard will be replaced.
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Have the problems with missed refuse collections been addressed? Who is paying for the private contractors brought in to clear excess refuse?

- The council is collecting the communal recycling and household waste bins each week.
- Any missed collections reported by the LHs are being reported directly to Wakefield Council Collection Department – who ensures the waste is collected on the next visit.
- We have also been advised that on previous occasions the collection crew was unable to access the bin store due to a car parked.
- We have informed the estate management company to monitor and ensure that cars are responsibly parked around the fire exit and not obstructing the collection truck.





What is the connection between the G&O Group, Urbanpoint and Praxis?

G&O Real Estate Ltd


They are the head lessor, who owns the head lease for Hebble Wharf.

Urbanpoint Property Management Ltd

They are the primary managing agents responsible for collecting ground rent and deal with any legal enquiries i.e. lease extensions, Deed of Variation etc.

Praxis Block Management Ltd

We are responsible for the management and maintenance of the block which includes collecting service charges and building insurance to carry out periodic and reactive works at Hebble Wharf.






We were never confident that the Reserve Fund was being managed properly by Plymouth Block Management. What is proposed by Praxis to ensure that our reserve funds are more effectively managed?

- We have applied to open a separate designated client account for Hebble Wharf – Reserves.
- This account will solely be dedicated to hold the annual reserve funds for Hebble Wharf
- The reserve fund amount will be transferred at the yearend upon finalising the service charge accounts for the relevant period.
- The reserve fund balance will be shared with the HBRA at regular intervals to maintain transparency.





Why were the Service Charge invoices for the second quarter not sent out in accordance with the agreed budget? How were the interim charges calculated?

- This was a system error on our resident property software which has since been corrected.
 - Revised Interim service charge demands were sent out on 02/10/2024 along with a letter advising of the DCA details.
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Will you be changing the way in which service charges and the management charge are calculated in future years?


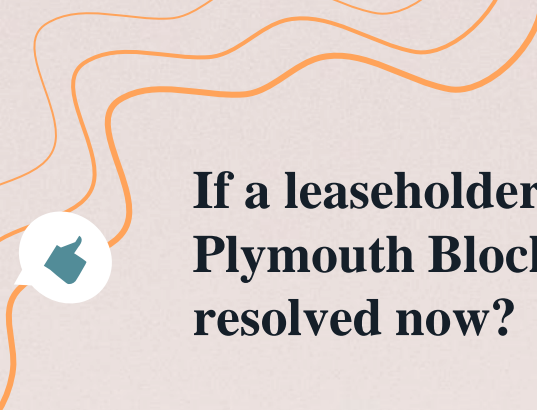
- We will send draft budget to the Chairman six weeks before the annual service charge budgets are set.
- We will consider any comments made and amend the budget accordingly.






Under Plymouth Block Management, leaseholders had access to their service charge statements using the Resident portal. Is Resident still available, or does Praxis have another facility for leaseholder access?

- Praxis also uses the Resident Software, and all service charge details are uploaded on our systems.
 - We can share and grant access to individual leaseholders for them to access their account via the leaseholder portal. (request to be sent Praxis in written via email)
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If a leaseholder has an outstanding claim for flood damage against Plymouth Block Management, how should they be getting that resolved now?

- The respective leaseholder should pass on the claim details directly to the insurers and deal with them to progress the insurance claim.
 - Details of the insurers can be requested from Praxis in written via email.
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Thank You!

Do you have any questions?

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