



Paul Stead <steadpaul@gmail.com>

Re: Stead - BH

1 message

Paul Stead <paul@paulstead.co.uk>

31 January 2024 at 15:12

To: Nick King <nick.king@urbanbubble.co.uk>

Cc: Thomas Shaw <Tom.Shaw@urbanbubble.co.uk>, Paul Burke <Paul.Burke@cwss.co.uk>

Bcc: Reception Burgess House <reception.burgesshouse@urbanbubble.co.uk>

Thanks Nick for the extra information attached to your email.

Obviously as with any information which affects our building costs, I would expect someone with our interests in mind to do a certain amount of due diligence in order to make sure we are being charged correctly. Please correct me if I'm wrong but this doesn't seem to have happened here.

Here are my thoughts and concerns

Clearly the one big item missing from the invoices supplied are for the electricity bill. I see no evidence for the £24,501.50 charge. It throws up all manner of questions regarding period of time, what the meter readings are and the area it covers. Plus what about the rebate from the solar panels?

Other items that require further scrutiny

- Ebuyer invoice recharged - T1A Refurbished £1250.87
 - I can not find an invoice for this. I'm aware of Ebuyer and the products they sell, further justification is required.
- Door closer issue £696
 - Why should the residents be charged for this clearly this wasn't specified and should have been therefore our landlord should pay
- Lifts FRONTS RETURNS, PANELS / KNOCKED-DAMAGED £152.41
 - What was this caused by, according to the invoice this work was done September 2022.
- Lifts Ref.: BK B FIRE F LIFT 1 - RAE Device £84
 - Further explanation required
- Lifts PREMIUM - FOR SERVICE / MAINTENANCE MAR 2023 £864.96
 - According to all correspondence the lift service contract is covered by the developer for three years please explain this charge
- Lifts PHOTOCCELL- CURTAIN / INCORRECT USE / GENERAL £44.51
 - What was the evidence of misuse?
- Direct Print to 3 mm brushed aluminium £684.11
 - Signage can not be our responsibility surely
- UBBS Key Safe, Push pins, Fobs and Notice Board £115.20
 - See above
- There are a number of invoices from Advanced Bin Cleaning Services £1,449.00
 - What are these charges for? Please explain why a company from Warrington was used rather than local.

All in all a total of £5341.06

As you pointed out in our conversation the spreadsheet is not that easy to understand against the audited accounts. In fact they are not easy to reconcile at all. The total expenditure on the spreadsheet is £86,611 against £97,423 on the audited accounts, with the Sinking Fund differing by £300 being the only easily spotted anomaly. Clearly at some point all this needs to come together and be reconciled properly, currently it's difficult to understand what we are being charged for and if it's justified.

I don't know where to go with this Nick, I await your reply.

Regards

On Tue, 30 Jan 2024 at 10:03, Nick King <nick.king@urbanbubble.co.uk> wrote:

Hi Paul,

Further to our conversation. I have again escalated the issue around the accounts not representing the budget that was issued.

That said, as discussed, other than the funds paid on completion you have not made any payment towards the service charges. Service Charge is due in advance although I appreciate you have explained that you discussed this with Sarah. This is the reason you have received a reminder letter, once the demand is issued, based on anticipated cost, it is payable in line with the terms of the lease.

I have also chased up the S22 request. Our finance team had provided the attached but I had asked that it be re-organized so that it was easier for you to review. I will still provide the organised version once received.

Kind Regards,



Nick King
Head of Operations & Customer Service



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