



LEYBOURNE CHASE
COMMUNITY

Leybourne Grange Management CIC

2023 AGM



**24th September 2024
Leybourne Sports Pavilion
Nic Bowler, Director**

Introduction



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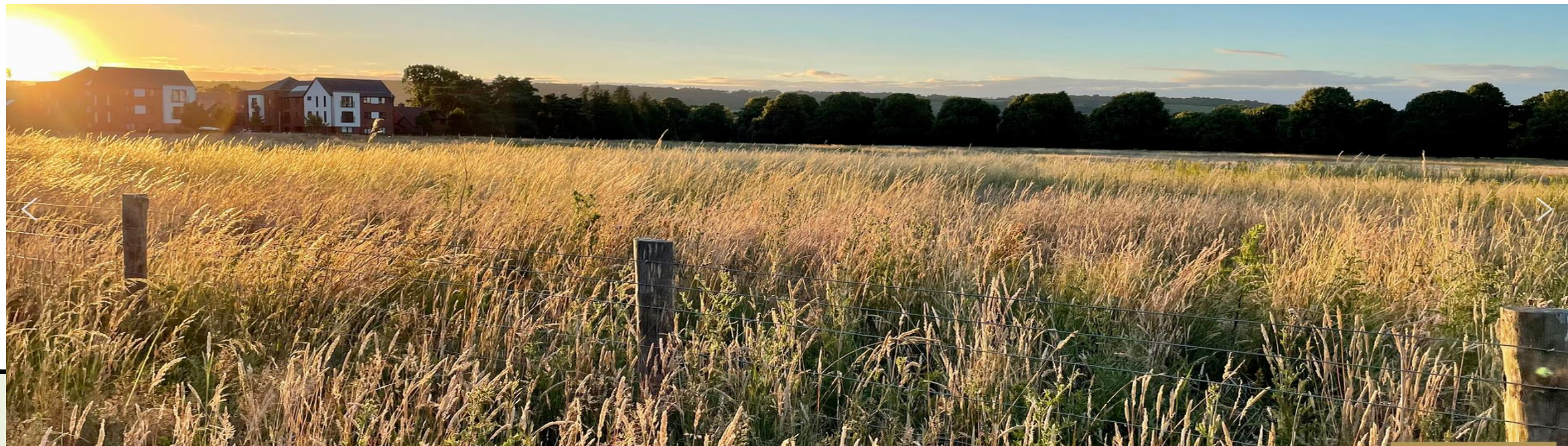
Fire & Safety Announcements

Refreshments

2023 AGM Agenda



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- Introductions
- Nominate and Vote on the Appointment of New Directors of the CIC
- Overview of 2023
- Update by Preim Ltd
- Presentation of 2023 SC & CIC accounts
- Priorities for Remainder of 2024

Introduction - The Role Of The LGM CIC And It's Responsibilities



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- Governed by the Community Trust Declaration & Articles put in place by English Partnerships (Homes England) and Taylor Wimpey
- They set out;
 - Community Standards
 - Initial Transfers and Initial Leases (Service Charge)
 - CIC Purpose;
 - Own, operate and maintain the Managed Land
 - Administer and enforce the provisions of this Declaration and the Governance Documents
 - Create a sustainable community in which there is a liveable environment, one that provides a meaningful quality of life and varies opportunities for harmonious interaction, sharing and participation
 - Create and sustain community and neighbourhood values of the benefit of all of the residents of Leybourne Grange
 - Deliver on The Articles



Introduction - The Role Of LGM CIC And It's Responsibilities

Our Income; How Does It Impact The Service Charge (SC)?

- Duty to;
 - Ensure facilities are in good condition and cared for in the long term
 - Generate income to cover costs and for reinvestment
 - Build up reserves for long term maintenance and replacement of assets
- Balance offsetting income from the CIC to the SC with providing a varied programme of events and activities for residents
- Can only do this through;
 - Covering costs of each facility. One facility cannot offset costs of another
 - Offsetting a proportion of staff costs
- Aiming to do this through;
 - Robust budgeting and annual review
 - Resident participation
 - Fostering community involvement and support
 - Adapting spaces to meet community need
 - Planning forwards (business plan)
 - Work with Preim to achieve value for money



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Introducing Your New Directors



Nic Bowler



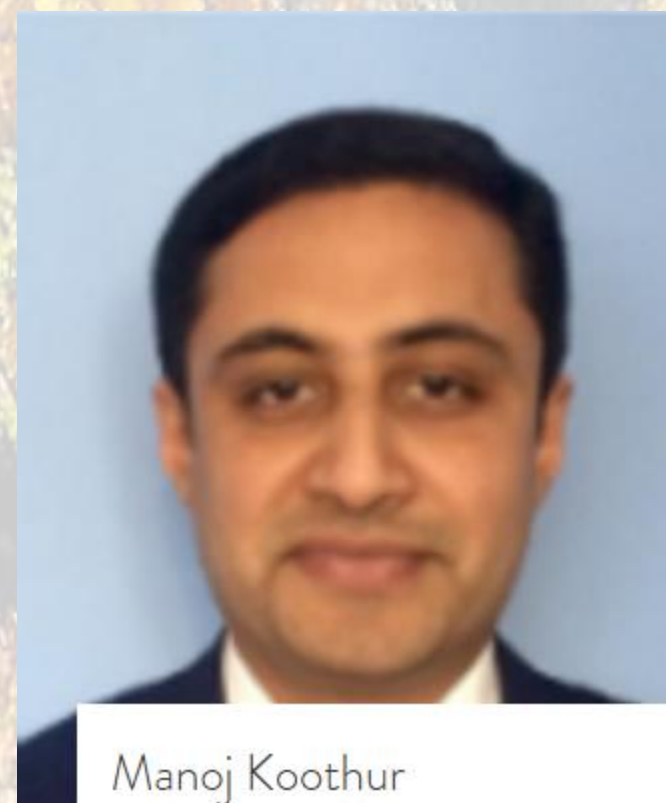
Greg Ward



Malcolm White



Clare Leyden



Manoj Koothur



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Vote For New Directors

1. Nominate and then
2. Vote

Greg Ward

Clare Leyden

Manoj Koothur

Malcolm White

Result?

Overview of 2023 Activities at the Community Centre & The Sports Pavilion



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- COGS
- Alzheimers Society
- Range of dances classes
- Scouts and Cubs
- Pilates/yoga
- Baby and Toddler Group
- Seasonal Events – Easter, Halloween, Christmas

Overview of 2023- Conservation Grazing



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- Create a sustainable and cohesive community with a genuine regard for adopting management principles which would benefit the environment

Actions taken

- Manage the land sustainably through the grazing project
- 9 Hebridean sheep and 4 Dexter cows (now 6 sheep and 3 cows)
- Winter top up feeding

Challenges

- Managing invasive weeds such as thistle and ragwort
- Maintaining the support of local volunteers
- Aging herd (one cow had to put down in 2024, another is 14!)
- Significant paperwork and administration

Achievements

- Support of local volunteers
- Supports health and wellbeing of our community
- Local school visits
- The presence of sheep and cows on the development sets Leybourne Chase apart, giving it a distinctive character as a community.



Overview of 2023 - Other Projects



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- Conducted **Community Consultation** with Residents
- Secured funding for provision of **allotments and dog walking area**
 - Fencing installed in readiness for Lainey's Care Farm
 - Works started on old football pavilion
 - £35k from Leybourne Parish Council
 - Site of Old Football Field
 - Delivery in 2024 (**postponed**)
- **Community Gardening** Project in Walled Garden
 - Raised planters installed
 - Community Group active
- Supported **Leybourne Football Club** Annual Event
- **Holiday** Events and Activities
- **Library** at Sports Pavilion
- Assigned new **managing agent**
- Beadsman Crescent **Playground** improvements



Leybourne Grange Management CIC



Who are Preim?

- Managing over 23,000 homes across 220 estates
- Focused on supporting placemakers
- Work with a variety of developer clients, RMCs, CICs and housebuilders.
- Growing in a sustainable way
- Acquired by **Encore Group** in March 2022



Managing Agent role

- Dedicated Customer Account Manager and support team
- Helpline - day to day queries
- Procure supply chain
- Managing handed over assets for the CIC
 - Routine, reactive and proactive works
- Budgets and invoicing
- Managing income and expenditure
- Provision of financial reports and independent audit
- Support resident board – acting as Company Secretary
- Maintain a register of freeholders and leaseholders
- Where leasehold - application of Landlord and Tenant Act
- Dealing with members selling their homes
- Website, portal, app and newsletters
- Great community engagement



Meet the team



Tatum Michaels-Carter – Estate Manager

- New to Preim in January 2024
- Previous experience of prime leasehold developments in Central London
- Joined us from L&Q where she was Open Space Manager, working on large schemes with extensive grounds, landscaped areas and trees.



Emma Beckham – Assistant Property Manager

- Handles 'standard' estate administration matters such as responding to resident emails and sending works order to contractors
- Likely to be the first contact for majority of resident queries



Cameron Maguire – Regional & Client Manager

- Joined Preim in 2017 - previously at Encore since 2011
- Manages and supports a team of Estate Managers and several developer clients.
- Experienced with day-to-day issues but also oversees budgets, tenders, site setups and handovers.

Friendly, ongoing communication

- Dedicated Customer Account Manager with team support. Help centre 24/7
- Welcome packs for homeowners
- An annual meeting for all
- Regular face to face and teams 'pop up' surgeries
- Quarterly newsletters
- Utilising notice boards, Preim website and community apps
- Sales packs for existing homeowners and buyers (subject to separate cost)
- Resident Portal to go live October/November 2024.

Welcome Pack



Event Flyer



Sales Office Brochure



Postcard Flyer



Newsletter



Community Websites



Community Apps





Preim has a wealth of experience



What Have we Done in Year One?

Complete Handover from DMG

- Full financial reconciliation of accounts
- Full handover of historical issues

Handover of Phase 6 from Taylor Wimpey

- Final snagging has taken place with further discussions taking place currently to conclude handover. Once these are resolved, approval will be provided by the Board

Existing Contract Reviews

- Recently tendered the landscaping contract. This has been awarded to JN Gardening for a further three-year contract
- A long-term (10 year) maintenance plan has been produced for the Service assets which informs an accurate reserve fund



Preim has a wealth of experience



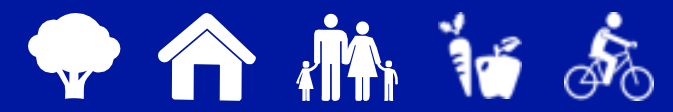
What have we done in Year One continued..

Review of existing contracts

- New gas supplies have been sourced through our broker which started on the 1st October, electricity to follow
- Review of current insurance providers and requirements

2024 Works

- Several visitor bays have been lined out on Derby Drive, based on the original development plan on the request of a few residents
- Gate repairs on Hawley Drive, removed a large bulk waste collection as well as installation of dummy cameras and signage to deter any further issues
- Two resident surgeries so far this year and we will continue these moving forward
- Outside 27 Bannister Way - Erected a chestnut fence near the Pavilion, wooden bollards at the top entrance to stop people causing damage. This was then followed by top soiling and re seeding the entire area to bring it back to life



Preim has a wealth of experience

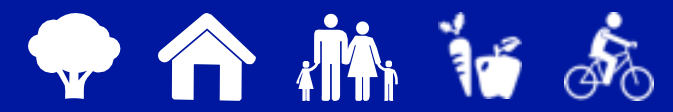


What Have we Done in Year One Continued..

- Currently preparing a user-friendly landscape management plan with our landscaping team to allow residents full transparency on the weekly works on site
- The Woodland Walk Gate maintenance contract will be reviewed in November
- Review of utility providers

Work closely to Assist & Support CIC staff and CIC Board

- Continue to send Monthly Board Reports to update the directors on recent developments on site
- We are providing company secretary services to the CIC
- We continue to provide advice and knowledge on upcoming CIC projects, making sure to allocate all funds efficiently



Preim has a wealth of experience



What we Plan to do in 2025...

- Continue to build relationships with residents including imbedding the Preim Portal
- Discuss the verges with Kent County Council on Bannister Way with regard to additional parking
- Remedials and replanting to the Walled Garden
- Re tender the M&E Contract on site
- Confirm long term management plan approaches - Conservation Grazing
- Continued works following Tree Survey

Presentation of CIC 2023 Accounts (1 of 2)

- Unaudited financial statements
 - Prepared by Perrys Accountants Ltd
 - Second year of accounts, ended 31st December 2023

Balance Sheet (Last year's figure)

- Fixed assets £1.8m (£63k)
 - Assets transferred from TW and Homes England (HCA) £1.7m (Pavilion and car park, Bat Roost, WGW Gates, Street lights, roads, MUGA, Pippins Nursery)
 - Spend on physical assets £15k e.g. Minor upgrades to facilities, fencing and gates
- Debtors £10k– in 2024 this has all been received. (£119k Funds owed by TW)
 - £5.6k of funds owed in rent and sessional users
 - £1.2k owed by Wix Payments
 - £3.5k of rents owed – due to short-term timing differences
- Cash at bank £164k (last year TW held the funds)
- Creditors
 - £19k (£31k) of invoices owed to suppliers - due to short-term timing differences
- Provisions for Liabilities
 - No tax payable (£14k for tax payable)

Presentation of CIC 2023 Accounts (2 of 2)



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	2023 £	2022 £	
Turnover	25,334	76,141	• Rent and sessional hire** • Cost of running events
Cost of sales	(6,295)	(2,822)	
Gross surplus	19,039	73,319	
Administrative expenses	(40,256)	(65,316)	• Projects + ohds • Funds held by TW
Other operating income	105,868	143,521	
Operating surplus	84,651	151,524	
Interest receivable and similar income	2,095	-	• Savings account interest
Fair value gains and losses on investment properties	1,736,300	-	• Accounting entry for addition of fixed assets
Surplus before taxation	1,823,046	151,524	
Tax on surplus	4,741	(13,864)	
Surplus for the financial year	1,827,787	137,660	<u>Excl TW income and Fair Value adjustment:</u>
Retained earnings brought forward	137,660	-	• <u>2023 £19k deficit</u>
Retained earnings carried forward	1,965,447	137,660	• <u>2022 £8k surplus</u>

- ** Income is significantly lower than 2023 because TW claimed the VAT on invoices processed through the TW Bank account.
- Therefore, the income that matches the costs must also be processed through their accounts
- This saved CIC unrecoverable VAT and ensures that CIC stays below the VAT registration threshold for the near term

Presentation of Service Charge 2023 Accounts (1 of 2)



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- Unaudited accounts prepared by Mannington's Chartered Accountants
- Accounts based upon DMG's financial records – Next year will be based upon Preim's
- Three Schedules
 - 1. Estate – 733 homes**
 - This is the main schedule – see next slide
 - 2. Communal Heating – 22 homes (RHS)**
 - Gas refunds received for £1,304 and £7,722
 - £17,747 of surplus
 - £10k deficit brought forward (implied)
 - £7,725 of funds carried forward. Due to Gas credits!
 - 3. Woodland Gate Walk - 14 homes (RHS)**
 - Large gate repair cost causes a £980 deficit for the year.
 - £4,701 brought forward (implied)
 - £3,721 of funds carried forward.

SCHEDULE 2 - COMMUNAL HEATING		
INCOME		<u>2023</u>
Service charges	9610	9610
ADMINISTRATIVE EXPENSES		
Gas	(1,304)	
Repairs and Maintenance	325	
Bank charges	(11)	
Admin fee	574	
		<u>(415)</u>
ACCRUED ADMINISTRATIVE EXPENSES		
Gas	-7,722	<u>(7,722)</u>
SURPLUS/(DEFICIT) FOR THE YEAR		<u>17,747</u>
Balance held in client account at 31st December 2023		7,725

SCHEDULE 3 - WOODLAND GATE WALK		
INCOME		<u>2023</u>
Service charges	5516	5516
ADMINISTRATIVE EXPENSES		
Gate repairs	6,395	
Electrical repairs	144	
Bank charges	(44)	
		<u>6,496</u>
SURPLUS/(DEFICIT) FOR THE YEAR		<u>(980)</u>
Balance held in client account at 31st December 2023		3,721

Presentation of Service Charge 2023 Accounts (2 of 2)

- Estate Schedule#1 – 733 homes
- Highest costs are 83% of £430k expenditure:
 1. £170k (40%) Gardening and Grounds maintenance
 2. £73k (17%) Wages
 3. £45k (10%) Repairs
 4. £30k (7%) Management Fees – DMG & Trinity
 5. £22k (5%) Electricity
 6. £16k (4%) Gas
- £66k surplus that increases the client account
- £128k on client account. This all relates to the sinking funds

		<u>2023</u>
INCOME		
Service charges		497,852
Reserve bank account interest		512
		<u>498,364</u>
 ADMINISTRATIVE EXPENSES		
Management fee - DMG	26,000	
Management fee - Trinity	4,397	
Cleaning sports pavilion and community	12,095	
Gardening and grounds maintenance	170,284	
Tree work	14,484	
Large item/rubbish removal	2,694	
Pest control	402	
Telephone	937	
Electricity	21,585	
Water	2,090	
Gas	16,702	
Business rates	800	
Reports	5,445	
Drain maintenance	1,236	
Repairs	45,347	
Electrical repairs	3,210	
Wages	73,631	
Professional Services	7,580	
Office incidentals	3,414	
Training and Healthcare plan	4,226	
Miscellaneous	1,702	
Buildings insurance	1,183	
Public liability insurance	9,234	
Directors insurance	804	
Bank charges	(781)	
Community engagement	479	
Accountancy fee	1,140	
		<u>430,318</u>
 ACCRUED ADMINISTRATIVE EXPENSES		
Cleaning sports pavilion and community	273	
Electricity	1,214	
Water	217	
		<u>1,705</u>
 SURPLUS/(DEFICIT) FOR THE YEAR		
		<u>66,341</u>
Balance held in client account at 31st December 2023		128,098

Priorities for Remainder of 2024



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- Develop and Publish a Three-Year Business Plan, Budget & Action Plan
- Approve 2025 Service Charge Budget
- Hold An EGM to Present and Seek Approval for Amended Articles
- Continue to Evolve Good Governance & Secure Robust Operations
- Support the Handover of Phase 6 (Management and Maintenance) from TW
- Respond to TW/KCC Requirements re Road Adoptions
- Secure a Longer-Term Plan for Sustainable Grazing/Land Management
- Continue with Delivery of Community Events and Activities
- Further Develop Our Relationship with Leybourne Parish Council
- Install Solar Panels at The Pavilion (subject to funding)
- Continue to Increase Income to CIC through Hire of Facilities
- Support Manor House Residents re Communal Heating

Who to contact about specific issues on site?



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Preim

- Grounds Maintenance of common external areas
- Community Building maintenance
- Changes to your property that affect community standards e.g.
 - New windows
 - Extension
- Fly tipping on site

LGM CIC

- Commercial or private bookings for Comm. Centre, Pavilion or Pitches
- Volunteer opportunities e.g.
 - Director of LGM CIC
 - Clubs
 - Sub-committees
- Community projects

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Block Man. Co (e.g. Trinity, Orbit, Clarion Homes)

- Communal areas in the flats/Manor House
 - Cleaning
 - Lights
 - Lifts
 - Door entry
 - Smoke alarm
 - Decoration

TW**

- Issues with paths or curb stones
- Weeds on the paths
- Unadopted roads

** contact using souththamescustomerservices@taylorwimpey.com

Contacting LGM CIC staff



Opening hours

- The administrative and events team work part-time
- They are on site 09:00 to 16:30 Mon to Fri, excluding Wednesday

Contact details

- Events@leybournechase.org
- Stephanie will answer queries regarding events and facility bookings
- Admin@leybournechase.org
- Lucy will answer your LGM CIC billing and invoicing queries

The office is located in the Community Centre, Hawley Drive



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Thank You For Listening

Any Questions?