



ST ANNES QUARTER

SERVICE CHARGE STATEMENT

FOR THE YEAR TO 31ST MARCH 2025



**ST ANNES QUARTER**  
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**FOR THE YEAR TO 31ST MARCH 2025**

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**ST ANNES QUARTER**  
**PROPERTY INFORMATION**  
**FOR THE YEAR TO 31ST MARCH 2025**

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Property Address	St Annes Quarter St Ann Lane Norwich NR1 1FY
Housing Association	Orbit Garden Court Harry Weston Road Binley Business Park Binley Coventry CV3 2SU
Auditors	TC Group Registered Auditors New Kings Court Tollgate Chandler's Ford Southampton SO53 3LG

**ST ANNES QUARTER**  
**HOUSING ASSOCIATION'S REPORT**  
**FOR THE YEAR TO 31ST MARCH 2025**

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Orbit Group is the Housing Association responsible for the production of the service charge certificate for the Year to 31st March 2025 in respect of St Annes Quarter.

We can confirm that this service charge statement has been produced in compliance with the terms set out in the transfer document and, according to the information available to us, the attached statement of service charge expenditure, shown on page 4 - 10, records the true cost to the landlord of providing services to the property for the year.

*Gabriela Pasciak*  
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Dated 24/09/2025

**For and on behalf of Orbit Group**

**INDEPENDENT AUDITOR'S REPORT TO THE HOUSING ASSOCIATION OF  
ST ANNES QUARTER  
FOR THE YEAR TO 31ST MARCH 2025**

**Opinion**

We have audited the accompanying service charge statement for St Annes Quarter for the year ended 31st March 2025, which comprises the statement of service charge income and expenditure account and related notes. The statement has been prepared in accordance with the accounting policies set out in Note 1 to the statement.

In our opinion, the service charge statement for St Annes Quarter for the year ended 31st March 2025 are prepared, in all material respects, in accordance with the accounting policies set out in Note 1 to the statement.

**Basis for Opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of these accounts in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks that are applicable to the company and determined that the most significant frameworks which are directly relevant to specific assertions in the financial statements are those that relate to compliance with Landlords and Tenants Act 1985 and 1987.
- We understood how the company is complying with those frameworks by making enquiries of management and those responsible for legal and compliance procedures. We corroborated our enquiries through discussions with those charged with governance.
- We assess the susceptibility of the financial statements to material misstatement, including how fraud might occur, by discussion with management from various parts of the business to understand where they considered there was a susceptibility to fraud. We considered the procedures and controls that the company has established to prevent and detect fraud, and how these are monitored by management, and also any enhanced risk factors such as performance targets.
- Based on our understanding, we designed our audit procedures to identify any non-compliance with laws and regulations identified in the paragraphs above.
- We also performed audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Auditors.

**Use of our report**

Without modifying our opinion, we draw attention to Note 1 to the accounts which describes the basis of accounting. Our report has been prepared pursuant to the terms of our engagement letter and for no other purpose. No person is entitled to rely on this report unless such a person is a person entitled to rely upon this report by virtue of our engagement letter or has been expressly authorised to do so by our prior written consent. Save as above, we do not accept responsibility for this report to any other person or for any other purpose and we hereby expressly disclaim any and all such liability.

**TC Group**

TC Group  
Registered Auditors  
Southampton  
SO53 3LG  
24 September 2025

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b><u>Income</u></b>			
Service Charge Income		190,361	177,547
<b>Total Income</b>		<b>190,361</b>	<b>177,547</b>

**Expenditure**

**Schedule 2 - Estate - St Annes Quarter (Residential & Commercial)**

Ad-Hoc Cleaning Costs	-	1,470
Ad-Hoc Grounds Work	-	2,400
Audit Fees	6,174	5,496
Bin Cleaning	-	4,788
Bio-Hazard Cleans	-	2,220
Bulk Waste Removal	2,030	1,548
CCTV Systems	204	-
Cleaning Contracts	50,894	30,847
Communal Legionella Inspections	-	97
Electricity	24,797	24,236
Fire Equipment Repairs Contract	1,010	17,039
Fire Equipment Servicing Contract	22,297	9,927
Grounds Contract	18,071	13,697
Minor Equipment Purchases	-	606
Pest Control	670	282
Refuse Bin Collection	-	6,481
Repairs	2,694	3,065
Security Equipment Repairs	4,365	706
Signage	(2,814)	2,814
Water Pumps Servicing Contract	2,052	-
Window Cleaning	-	2,685
	<b>132,444</b>	<b>130,404</b>

**Schedule 3 - St Annes Quarter Parking Area**

Auto Gate/Barrier Repairs	1,506	653
Auto Gate/Barrier Service Contract	594	594
Bulk Waste Removal	-	108
Electricity	14,975	16,158
Emergency Lighting Repairs Contract	1,534	4,234
Emergency Lighting Servicing Contract	680	785
Fire Risk Assessments	426	-
Repairs	192	200
Security Equipment Repairs	-	171
	<b>19,907</b>	<b>22,903</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b>Schedule 4 - Property Specific Expenditure</b>			
Buildings Insurance		29,456	15,995
Management Fee		30,690	28,350
Sinking Fund Contribution		15,360	14,141
		<b>75,506</b>	<b>58,486</b>
<b>Schedule 5 - Block 1-8 Fox House</b>			
Bulk Waste Removal		97	43
Communal Legionella Inspections		-	97
Door Entry Repairs		369	57
Electricity		1,471	1,043
Emergency Lighting Repairs Contract		71	400
Emergency Lighting Servicing Contract		443	422
Fire Equipment Repairs Contract		1,596	-
Fire Equipment Servicing Contract		385	465
Fire Risk Assessments		-	480
Portable Appliance Testing		459	-
Repairs		297	106
Water Pumps Servicing Contract		-	18
Window Cleaning		150	-
		<b>5,338</b>	<b>3,131</b>
<b>Schedule 6 - Block 1-14 Wharf House</b>			
Ad-Hoc Cleaning Costs		-	90
Bulk Waste Removal		468	-
Door Entry Repairs		1,072	390
Electricity		2,255	2,699
Emergency Lighting Repairs Contract		503	999
Emergency Lighting Servicing Contract		885	845
Fire Equipment Repairs Contract		515	350
Fire Equipment Servicing Contract		641	623
Fire Risk Assessments		-	455
Portable Appliance Testing		459	-
Repairs		613	228
Security Equipment Repairs		(3,749)	-
Water Pumps Servicing Contract		-	58
Window Cleaning		150	-
		<b>3,812</b>	<b>6,737</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b>Schedule 7 - Block 1-6 Lords Gardens</b>			
Ad-Hoc Cleaning Costs		-	60
Bulk Waste Removal		140	13
Communal Legionella Inspections		-	19
Door Entry Repairs		465	329
Electricity		960	1,168
Emergency Lighting Repairs Contract		92	519
Emergency Lighting Servicing Contract		443	422
Fire Equipment Servicing Contract		2,101	2,153
Fire Risk Assessments		51	88
Lightning Protection		37	35
Repairs		85	142
Water Pumps Servicing Contract		-	25
Window Cleaning		150	-
		<b>4,524</b>	<b>4,973</b>
<b>Schedule 8 - Block 7-50 Lords Gardens</b>			
Additional Lift Repairs		2,128	-
Bulk Waste Removal		1,029	95
Communal Legionella Inspections		-	142
Door Entry Repairs		465	1,999
Electricity		16,431	18,237
Emergency Lighting Repairs Contract		1,138	4,150
Emergency Lighting Servicing Contract		636	709
Fire Equipment Repairs Contract		981	2,682
Fire Equipment Servicing Contract		3,350	3,292
Fire Risk Assessments		375	647
Lift Inspections		1,392	1,056
Lift Repairs Contract		-	96
Lift Servicing Contract		3,231	3,452
Lightning Protection		269	259
Repairs		-	754
Water Pumps Servicing Contract		-	181
Window Cleaning		150	-
		<b>31,575</b>	<b>37,751</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b>Schedule 9 - Block 1-22 Mineral Court</b>			
Bulk Waste Removal		360	-
Communal Legionella Inspections		-	205
Door Entry Repairs		490	-
Electricity		1,836	2,499
Emergency Lighting Repairs Contract		301	1,238
Emergency Lighting Servicing Contract		530	578
Fire Equipment Repairs Contract		2,180	2,555
Fire Equipment Servicing Contract		1,231	1,184
Fire Risk Assessments		330	455
Repairs		508	85
Security Equipment Repairs		-	3,815
Water Pumps Servicing Contract		-	91
Window Cleaning		150	-
		<b>7,916</b>	<b>12,705</b>
<b>Schedule 10 - Block 1-64 Bartholomew Court</b>			
Bulk Waste Removal		777	538
Communal Legionella Inspections		161	-
Electricity		19,930	21,663
Fire Equipment Repairs Contract		491	952
Fire Equipment Servicing Contract		1,570	1,511
Fire Risk Assessments		516	735
Portable Appliance Testing		459	-
Repairs		-	167
Security Equipment Repairs		147	96
Water Pumps Servicing Contract		-	141
		<b>24,051</b>	<b>25,803</b>
<b>Schedule 11 - Core 1-44 Bartholomew Court</b>			
Ad-Hoc Cleaning Costs		180	-
Bio-Hazard Cleans		-	34
Bulk Waste Removal		72	108
Door Entry Repairs		753	-
Emergency Lighting Repairs Contract		675	3,355
Emergency Lighting Servicing Contract		646	693
Fire Equipment Repairs Contract		2,224	1,220
Fire Equipment Servicing Contract		692	664
Lift Inspections		706	432
Lift Repairs Contract		7,269	1,042
Lift Servicing Contract		1,759	838
Pest Control		-	288
Security Equipment Repairs		-	102
Window Cleaning		150	-
		<b>15,126</b>	<b>8,776</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b>Schedule 12 - Core 45-47 Bartholomew Court</b>			
Door Entry Repairs		363	51
Emergency Lighting Repairs Contract		78	439
Emergency Lighting Servicing Contract		451	435
Repairs		-	85
Window Cleaning		150	-
		<b>1,042</b>	<b>1,010</b>
<b>Schedule 13 - Core 48-64 Bartholomew Court</b>			
Door Entry Repairs		363	153
Emergency Lighting Repairs Contract		304	1,718
Emergency Lighting Servicing Contract		538	592
Fire Equipment Repairs Contract		2,583	-
Fire Equipment Servicing Contract		692	923
Window Cleaning		150	-
		<b>4,630</b>	<b>3,386</b>
<b>Schedule 14 - Block 1-32 Hop Pole Yard</b>			
Additional Lift Repairs		332	-
Ad-Hoc Cleaning Costs		72	-
Bulk Waste Removal		1,037	768
Communal Legionella Inspections		-	188
Door Entry Repairs		240	-
Electricity		3,680	6,668
Fire Equipment Repairs Contract		1,483	2,736
Fire Risk Assessments		882	735
Lift Inspections		1,392	624
Lift Repairs Contract		-	1,014
Lift Servicing Contract		1,558	1,169
Repairs		117	-
Security Equipment Repairs		-	51
Water Pumps Servicing Contract		-	70
		<b>10,793</b>	<b>14,023</b>
<b>Schedule 15 - Core 1-4 Hop Pole Yard</b>			
Ad-Hoc Cleaning Costs		-	135
Bulk Waste Removal		72	-
Emergency Lighting Repairs Contract		57	320
Emergency Lighting Servicing Contract		451	422
Fire Equipment Servicing Contract		256	243
Repairs		-	42
Security Equipment Repairs		363	51
Window Cleaning		150	-
		<b>1,349</b>	<b>1,213</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b>Schedule 16 - Core 5-32 Hop Pole Yard</b>			
Ad-Hoc Cleaning Costs		-	405
Door Entry Repairs		586	-
Emergency Lighting Repairs Contract		432	1,798
Emergency Lighting Servicing Contract		538	578
Fire Equipment Repairs Contract		-	358
Fire Equipment Servicing Contract		1,231	1,189
Window Cleaning		150	-
		<b>2,937</b>	<b>4,328</b>
<b>Schedule 17 - Block 1-9 Austin House</b>			
Bulk Waste Removal		-	32
Communal Legionella Inspections		-	12
Door Entry Repairs		528	153
Electricity		798	2,100
Emergency Lighting Repairs Contract		78	439
Emergency Lighting Servicing Contract		487	435
Fire Equipment Repairs Contract		510	2,673
Fire Equipment Servicing Contract		1,077	1,036
Fire Risk Assessments		67	76
Lightning Protection		76	-
Other Scheme Costs		133	-
Portable Appliance Testing		72	-
Repairs		106	390
Security Equipment Repairs		(592)	592
TV Aerial		114	-
Water Pumps Servicing Contract		-	20
Window Cleaning		150	-
		<b>3,604</b>	<b>7,958</b>

**ST ANNES QUARTER**  
**DETAILED INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR TO 31ST MARCH 2025**

	Note	2025 Actual £	2024 Actual £
<b>Schedule 18 - Block 10-57 Austin House</b>			
Additional Lift Repairs		434	-
Bulk Waste Removal		-	171
Communal Legionella Inspections		-	62
Door Entry Repairs		1,072	878
Electricity		5,955	5,347
Emergency Lighting Repairs Contract		403	2,277
Emergency Lighting Servicing Contract		636	709
Fire Equipment Repairs Contract		52	626
Fire Equipment Servicing Contract		1,474	1,616
Fire Risk Assessments		359	404
Lift Inspections		432	432
Lift Repairs Contract		-	2,609
Lift Servicing Contract		1,346	1,436
Lightning Protection		403	-
Other Scheme Costs		708	-
Portable Appliance Testing		387	-
Repairs		197	643
Security Equipment Repairs		(3,157)	3,092
TV Aerial		610	-
Water Pumps Servicing Contract		-	106
Window Cleaning		150	-
		<b>11,461</b>	<b>20,408</b>
<b>Total Expenditure</b>		<b>356,015</b>	<b>363,995</b>
<b>Surplus/(Deficit) for the Year</b>		<b>(165,654)</b>	<b>(186,448)</b>

**ST ANNES QUARTER**  
**NOTES TO THE STATEMENT**  
**FOR THE YEAR TO 31ST MARCH 2025**

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**1. ACCOUNTING POLICIES**

The statement is prepared in accordance with the provisions of the transfer document and on the accruals basis.

**2. DEFICIT AS AT 31ST MARCH 2025**

The net deficit for the year will be recovered from the residents in accordance with the terms contained within their leasehold agreement or first deed of transfer.

**3. SERVICE CHARGE INCOME**

Service Charge Income reflects tenant contributions as budgeted / collected in accordance with previous statements issued.

**4. CONNECTED PARTIES**

Other than management fees, Orbit has received no income, related income or other benefits in relation to the service charge for St Annes Quarter for the year ended 31st March 2025.