



OFFICIAL

Great Park
Neighbourhood Association

Great Park Community Centre
Roseden Way
Great Park
Newcastle upon Tyne
NE13 9BD

Email: secretary@gpna.uk

GPNA

Service Charge Breakdown & concerns

3-year Increase trend

% increases from 2021 to 2022 despite a **74k** subsidy?

Developer Recharge

39% Increase

£29,374

Landscape and Maintenance

66% Increase

£107826

These increases alone amount to an increase in these charges of £137,200 from 2021 > 2022

If the subsidy was not provided the income generated would have totalled £509,313 a % increase of 17%

Has the service charge land owned increased from 2021 to 2022?

Income 2020	215254
Developer Recharge Costs	43850
Landscaping and Maintenance	133392
Non Adopted Roads and Lighting	19462
Professional Fees	18720
Expenditure 2020	215423
Income 2021	298216
Developer Recharge Costs	73983
Landscaping and Maintenance	162445
Non Adopted Roads and Lighting	40921
Professional Fees	20871
Expenditure 2021	298220
Income 2022	435313
Developer Recharge Costs	103357
Landscaping and Maintenance	270271
Non Adopted Roads and Lighting	40588
Professional Fees	20956
Expenditure 2020	475901

	Service	Management Fee	SMR - Staffing	RA / Audit / Reviews	PPO Liability Insurance	Developer FFC	Strategic Open Space	Local Open Space	Play Areas	SUDS System	Litter Picking	Community Facilities	Road/Lighting / Sewage Maintenance	Audit and Accountancy	Legal / Prof Fees	TOTAL CELL EXPENDITURE	TOTAL CELL INCOME (CHARGE)			
																			Income 2020	215254
2020	Cell C	1813	8715	117	928	564	12752	1783	482	3289	2545	12360	5135	4126	0	54608	54608	Developer Recharge Costs	43850	
	Cell D	282	1614	22	172	97	2362	0	89	609	471	2289	951	2934	445	12337	12168	Landscaping and Maintenance	133392	
	Cell E	480	2744	37	292	165	4015	0	152	1035	801	3891	1616	3029	0	18257	18257	Non Adopted Roads and Lighting	19462	
	Cell F	2230	12750	172	1357	769	18656	4540	705	4811	3724	18082	7512	4362	0	79670	79670	Professional Fees	18720	
	Cell G	1101	6294	85	670	380	9210	5470	1254	2375	6713	8927	4248	3824	0	50551	50551	Expenditure 2020	215423	
	Total	5906	32117	433	3419	1975	46995	11793	2682	12119	14254	45549	19462	18275	445	215423	215254			
																			Income 2021	298216
2021	Cell A	23	111	0	9	8	95	1	5	30	46	117	80	768	7	1300	1298	Developer Recharge Costs	73983	
	Cell C	3141	13832	0	1089	1095	11834	1165	576	4044	5731	14561	10464	2937	863	71332	71332	Landscaping and Maintenance	162445	
	Cell D	1263	6120	0	482	421	5236	30	255	1639	2536	6443	4442	2839	382	32088	32087	Non Adopted Roads and Lighting	40921	
	Cell E	890	4313	0	340	297	3690	21	180	1155	1787	4540	3130	2658	269	23270	23269	Professional Fees	20871	
	Cell F	3949	19143	0	1507	1316	16377	4474	798	5127	7931	20152	13892	4327	1195	100188	100187	Expenditure 2021	298220	
	Cell G	2230	10810	0	851	743	9249	5523	1290	2895	11532	11380	8913	3951	675	70042	70043			
	Total	11496	54329	0	4278	3880	46481	11214	3104	14890	29563	57193	40921	17480	3391	298220	298216			
																			Income 2022	435313
2022	Cell A	243	2028	72	136	102	2038	15	93	547	1049	2533	1000	842	300	10998	10996	Developer Recharge Costs	103357	
	Cell C	2909	17341	615	1160	962	17247	1057	924	4679	8973	21697	8551	3193	425	89733	89872	Landscaping and Maintenance	270271	
	Cell D	2180	18201	645	1217	914	18291	133	833	4911	9418	22732	8975	3277	696	92423	92424	Non Adopted Roads and Lighting	40588	
	Cell E	521	4352	154	291	218	4374	32	199	1174	2252	5436	2146	2634	107	23890	23891	Professional Fees	20956	
	Cell F	2578	21237	753	1421	1066	21342	6569	972	5730	10989	26524	10472	4346	521	114520	114520	Expenditure 2020	475901	
	Total	10537	80456	2852	5382	4130	80675	12806	4737	21708	49820	100525	40588	18483	2473	435172	435313			

Accounts & Charges

- Significant changes to accounts sheet within 30 days for income and expenditure not adding up inline with audit of account information? Why when £18483 was spent in 2022 on UNW?
- Service charge income for each cell (Including commercial centre funding) does not match income with what has been inputted on companies house? Can you explain this please?

E.g Cell G creditors 2022 = £124,515 vs Cell G income = £103,610

Cell G debtors 2022 = £55,590 vs Cell G expenditure = £103,608

- How is each house charged?

2022 Charges

- If a charge is based on property size can you please explain why houses of the same type (examples below) have been charged different amounts in 2022 or if the charge is by cell why for example when Cell A is significantly larger than Cell E the Cell E house has been charged more?

4 bed detached house - similar size

Bridget Gardens - CELL F - £270.21

Elemore close - CELL F - £208.39

The Rufford 3 bed

Osprey Walk - CELL E - £145.48

Dahlia Grove - CELL A - £109.28

Greville Gardens - CELL F - £161.56

The Swale 3 bed

Lynemouth Way - CELL F - £161.56

Orangetip Gardens - CELL D - £142.36

Elmwood Park Court - CELL C - £140.19



Developer Recharge Costs Management Fee

2020: £5906

2021: £11496

2022: £10537

3 year total from residents: £27,939

What does this charge pay for?



Developer Recharge Costs SMR Staffing

2020: £32117

2021: £54329

2022: £80456

3 year total from residents: £166,902

How many staff did GPMC employ over these three years and why the substantial increase in 2021 and again in 2022, when only R Kadansky was available?



Developer Recharge Costs RA / Audit / Reviews

2020: £433

2021: £0

2022: £2852

3 year total from residents: £3285

What RA/Audit/Reviews took place in 2022?





Developer Recharge Costs PPO Liability insurance

2020: £3419

2021: £4278

2022: £5382

3 year total from residents: £13,079

What does the PPO Liability insurance cover?



Developer Recharge Costs Forward Funding Cost

2020: £1975

2021: £3880

2022: £4130

3 year total from residents: £9985

What is the forward funding cost?

Landscaping and maintenance Strategic open space

2020: £46995

2021: £46481

2022: £80675

3 year total from residents: £174,151

- Can you confirm what land is covered and when it was handed over?
- Why the substantial increase for strategic open space and in 2022?

Landscaping and maintenance



Which of the green areas are open / local space?

Where is the £80675 being spent?

If the amount increased from £46481 to £80675 due to more land being accrued – how much of this map was “coloured in” for £46481?

Has there been any more local open space adopted in the last 3 years?

Landscaping and maintenance Strategic local open space

2020: £11793

2021: £11214

2022: £12806

3 year total from residents: £35,813

- Can you confirm what land is strategic local open space and differentiate this on the previous map in another colour?

Landscaping and maintenance Play areas

2020: £2682

2021: £3104

2022: £4737

3 year total from residents: £10,523

- Can the parks be addressed for SEND residents?
- Residents are paying for the upkeep of the play parks – should it be the case that only residents can use them?

Landscaping and maintenance SUDS system

2020: £12119

2021: £14890

2022: £21708

3 year total from residents: £48,717

- When will the SUDS be adopted by NCC?
- Why the substantial increase in cost in 2022?
- Does the SUDS system incorporate all drains on the estate?

Landscaping and maintenance

Litter Picking

2020: £14254

2021: £29563

2022: £49820

3 year total from residents: £93,637

- There are 26 bins on the service charge paying side of Great Park. $49,820 / 2 = £1916$ for each bin in 2022 (LA costs £800 p/a)
- Cell G (Greenside) was charged £17139 – yet only has 4 bins? £4284 a bin for a year? Please explain this.
- Bins are supposed to be emptied twice weekly and this does not happen

Landscaping and maintenance Litter Picking

2022: £49820?



This bin was
half full
19.02.24
(Monday) and
was only
emptied
25.02.24
(Sunday?)

All images have been taken this month

Landscaping and maintenance Community Facilities

2020: £45549

2021: £57193

2022: £100525

3 year total from residents: £203,267

- What does this cost cover?
- Why are residents and not the developers and local council paying for this?
- Why has the community centre just stated it needs to fund raise for a SEND sensory area when its received this amount of money and is also being ran as a business?

Roads / Lighting / Sewage Maintenance

2020: £19462

2021: £40921

2022: £40588

3 year total from residents: £100,971

- Why is lighting included? We were made aware the developers are responsible for all lights currently?
- Does the SUDS charge not cover Sewage Maintenance?
- Why have the roads not been topped now that many parts of the site have been completed?
- Where has this amount of money been spent on the roads?
- Why can roads connecting to the main spine roads on the estate not have junction markings to improve safety?
- Can this not be allocated to road safety / crossings?

Roads / Lighting / Sewage Maintenance

3 year total from residents: £100,971?



Roads / Lighting / Sewage Maintenance

3 year total from residents: £100,971

- Process for reporting concerns does not work currently
- Streetlights for example – September meeting stated surveys and work to be completed – This hasn't happened.
- E.G - Lights reported in Greenside in November, emails sent back stating issue with parts when another resident has been able to show this can be easily found. February an email received from Open spaces saying they haven't been instructed by the consortium. In the meantime an elderly lady ends up in hospital for two weeks having broken her leg.

Roads / Lighting / Sewage Maintenance

3 year total from residents: £100,971?

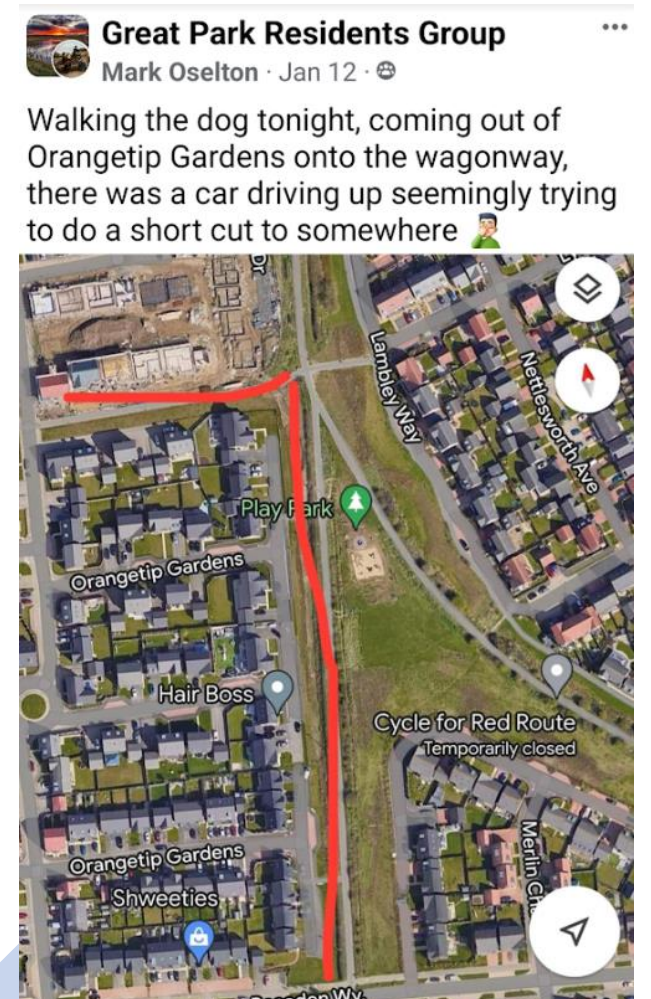


Roads / Lighting / Sewage Maintenance

3 year total from residents: £100,971? Can we have strategic bollards please?



<https://www.facebook.com/share/r/2kFwujq6oZsScUju/>



Professional Fees



2020: £18720

2021: £20871

2022: £20956

3 year total from residents: £60,547

- Why is the yearly cost so high?
- If this amount is being spent, why do residents who have been to the data room inform me that often documents are messy, incomplete and they are unable to tally them inline with what the audit states financially?
- We would like to see the accounts audited independently, do you have any objections to this? (If so, why?)
- What are the legal and professional fees for?

Further Service Charge questions

- Work list?
- Timeline?
- Monthly meetings with the GPNA?

Tender process:

- How are contractors appointed?
- Why has IDM continued the contract for land and bins from the start of the estate?
- What are the contractual terms and performances and are there penalties?