

**Question from a Member of the Public for the Board Meeting
On Wednesday 29 September 2010**

Question 1	
	<p>As the overseer of THH financial statements is the Board satisfied with the accounting for 2008/9 where THH is unable to say;</p> <p>How much THH actually paid for the concierge service supplied to Maltings and Brewster House.</p>
Answer 1	
	<p>Costs have been separated from the total concierge contract into each of the blocks, and it shows a regular cost of £6,004.77 per month for Maltings and Brewster House for 2008/9.</p> <p>It should also be realised that concierge charges for leaseholders are limited to £100 per leaseholder, and so the full cost of the service to Maltings and Brewster House are not being passed on to the leaseholders.</p>
Question 2	
	<p>Why, if the amount was greater than £34,607 THH paid more than the Sector Guard contract.</p>
Answer 2	
	<p>The figure of £34,607.48 is what is in the original contract for Maltings and Brewster House, exclusive of any THH management costs or any other costs. The costs listed for Maltings and Brewster House were actually lower than this figure in 2004/5 at £32,537.98. The full quote from that email mentioned is that "it is apparent that the budgeted costs that were used for the concierge model for the 2009/10 estimates, but that those estimates do not equate to the amounts paid to Sector Guard."</p> <p>The figure of £34,607 mentioned, relates to the concierge contract rather than to the whole concierge service. It does not include items such a dog patrol for instance, and the contract did allow for inflation to be added. Those overall costs have continually reduced, mainly caused by stock transfers and reflecting THH not paying the contract amounts for some months where service delivery standards have not been met. There were also a number of stock transfers included over time from the contract.</p>

Question 3

Is there to be an Audit Commission visit in November and what contacts have been made with the commission in the way of early supply of information so that they can complete their report before the service is disbanded?

Answer 3

We met with the Lead Inspector on 17th September, who stated that the inspection will take place as planned in November, unless the Audit Commission is told otherwise in the mean time. The Commission is not due to be disbanded fully until 2012-13, and even then, many of its functions will continue to be delivered, albeit in a different form. We are submitting a Self Assessment and supporting documents on 30th September.