

From
Brian Kirkdale
2 Rafael Court

Chairman
St Georges Park Residents' Association

06 July 2026

Dear Terry

My Right to Reply

I acknowledge receipt of the Residents' Association (RA) committee's request to withdraw my First Tier Tribunal (FTT) application and I will comment on that later but first I must question the integrity of the members of the RA committee over their actions regarding questions that I circulated to be raised at the committee meeting on Tuesday 16 June. Annex A contains a copy of them.

The committee decided to ignore the questions and did not have the courage to minute their discussions and decision as required by the RA constitution. This failure to follow due process only adds to the mounting evidence over the lack of openness and transparency in the operation of St Georges Park Retirement Village.

My request for details of a list of topics and items that I am permitted to ask questions about remains outstanding.

With regard to the FTT my response on 03 June to your invitation to present my position to the committee on 16 June was to offer alternative dates any Monday, Thursday or Friday from 4pm, I also stated that I am happy to answer any questions the RA committee or any resident has about my legal action. Neither of which were taken up by any member of the committee. Instead, the minutes of the committee meeting are written with the intent purpose of portraying me in a bad light. There were no details of my written submission nor that other residents could join my petition if they so wanted nor that my application includes an action prohibiting SGPL from recovering legal cost through the service charge.

The basis of my claim is that SGPL are not operating within the law and the RA committee has failed to provide any evidence nor arguments that has persuaded me that I should change my position and withdraw my action.

As is my right of reply would you please circulate this letter to all RA members.

Best Wishes

Brian

c.c. RA Committee

Attachments: Annex A - Questions sent to the RA committee

Annex A – Questions sent to the RA committee

From: "Brian Kirkdale" <bkirkdale@outlook.com>

To: committee@sgpra.org.uk

Sent: Monday, 15 June, 2026 00:39:07

Subject: Questions for RA Committee meeting - Tuesday 16 June

I would like to raise some points at the Residents' Association Committee meeting this Tuesday.

Matters arising from the minutes of the meeting on 21 April 2026.

1. Long-Term Maintenance Agreements. The minutes mention the pivotal role played by the RA in achieving the £20K. I have tried to find out what was involved but there appears to be no record of how this all came about nor minutes of meetings the working group held.
 - a. What information did the working group receive/use to start pursuing a claim against St Georges Park Limited?
 - b. Did the working group know that St Georges Park's possible liability for long-term agreement was in excess of £200,000.00?
 - c. With reference to paragraph 7b of the RA constitution. Why are there no minutes for the working groups meetings?
2. Minute 6(i). The price of Border Biscuits and Crisps. The statement that Border biscuits reflect 5% margin and 20% VAT is not true. To achieve a sell price of £1.15 with these percentages the cost price would be 91p making a box of 100 biscuits cost £91. From a SGPL invoice in October 2024, a box of 100 cost £29.68. This would require for inflation on Border biscuits to be running at over 250%, which it is not. The Border biscuits are an example of pricing of items that are not in keeping with leasehold retirement living where we are all expected to share the costs but not subsidise anyone. Whilst prepared food may be difficult to price, items that come pre-packed and as individual servings are simple to price. Additionally profit margins reported by SGPL for 2025 end of year and Q1 of 2026 all considerably exceed those agreed. Copies Attached.
 - a. What actions do the RA intend to take to ensure SGPL do not exceed the agreed margins? This item falls under paragraph 2(c) of the RA's constitution.

Additional questions

3. Uniware – Monthly Statement.
 - a. What was the feedback on the pilot for this?
 - b. Will this project proceed? If so when will it be available?

4. Uniware – Cards Payments and Receipt being unavailable.

In the café there are too many occasions where receipts and card payments have been unavailable due to hardware issues. This is a problem that has been reported to SGPL on many occasions without a permanent fix being provided.

- a. What action will the RA take to try and get this ongoing issue resolved?

5. Restaurant Redecoration

- a. Has the RA had any discussion with SGPL about ensuring that the decoration of the restaurant includes the remaining parts of the ground floor of Maes court (by this I mean all the areas that have a wooden floor)?
- b. During discussions with SGPL did the RA representatives ask for a comparative design from an alternate supplier?
- c. How many of the RA committee understand the requirements around a Section 20 notice?
- d. Has the RA received a Section 20 Notice?

6. Profit Margin on Food.

A reply to a question at the June JMM stated that “There is no obligation on St George's Park to put the profit into the SC account”. The leaseholders cover all the costs for providing and running the café, bar and restaurant but then SGPL can keep all the profits if they wish and the leaseholders pay for any losses. What business model operates like this where one party carries all the liabilities and another party takes all the profit. This is not the way a leasehold retirement village is intended to operate.

- a. What is the RA's position regarding SGPL's stating that they are under no obligation to put the profit into the service charge account?

Best Wishes

Brian

Brian Kirkdale

2 Rafael Court