

Mr Glyn Miles  
Mainstay Residential Ltd.  
Whittington Hall  
Whittington Road  
Worcester  
WR5 2ZX

4th August 2006

Dear Mr Miles

**Re: Ground Rent Demands**

Following my letter to you of the 17<sup>th</sup> July regarding the above (a direct response to which has not been forthcoming) you may be aware that we have since received service charge and ground rent demands from your company

Despite Mr Wiffen's covering letter being dated the 20<sup>th</sup> June 2006, they do not appear to have been dispatched until quite some weeks later, as I received my own (as witnessed) on the 26<sup>th</sup> July 2006, as did all the other leaseholders I have since checked with.

As both the accompanying ground rent notice and service charge demand are dated 13<sup>th</sup> July 2006, it would in itself confirm that the date on the covering letter is incorrect. Nevertheless, and because we did not in any case receive the ground rent demands until 26<sup>th</sup> July, I regret to inform you that Mainstay has once again failed to fulfil the requirements of ground rent notices being served within the required 30 / 60 day window as specified by regulation - this in spite of the assurances that I had previously received from both you and yours that the process for serving such notices was now fully integrated within your computer estate management system.

I trust that you will now remedy this latest mishap.

I enclose copies of previous correspondence from your company to assist you.

Yours sincerely

Graham Winter

*c.c. Landmark Place leaseholders web-site*