

76 Landmark Place
Churchill Way
Cardiff
CF10 2HS

Mr Andrew Brady
Crosby Homes Limited
Crosby House
16 Norfolk Road
Edgbaston
Birmingham
B15 3SN

6th March 2007

Dear Mr Brady

Re: Landmark Place, Fire & Evacuation Policy Procedures

Please find attached copies of correspondence relating to Landmark Place fire and evacuation policy / procedures, which I trust you will be good enough to look over.

I would, in particular, draw your attention to the most recent response from Mainstay's own Mr John Nouch and dated 22nd Sept 2006. Firstly, as regards his confident claim at the time of writing that:- "All fire notices are in place and fully completed.." I can categorically state to you that that was not so. A day after receiving the letter, I enlisted the assistance of a neighbour and we surveyed three out of the four cores of the building. This revealed that three fire signs were missing and one was lying on the corridor floor. (This was still the case when checked again a week later; although I can confirm they have since been fixed or re-fixed.) The fire door on the floor beneath mine had no closer on it and did not until several weeks later when it was finally replaced. As to signage being fully "completed" it is particularly unfortunate that the assembly point detail on the ground floor of my very own block (Core 2) is *still* virtually illegible, as indeed it has been for the past 18 months.

Mr. Nouch makes no attempt whatsoever to explain *why* the follow-up meeting with the South Wales Fire Service did not take place, a meeting which his colleague, Mr Wiffen, had previously informed me was to occur in September 2005 and following which residents / leaseholders would be notified of the resulting policies and procedures to follow in the event of a fire or evacuation. This wholly reneges on the earlier undertaking I was given, which implied that progress was being made. As you can then read, he states that they are commissioning a "comprehensive fire risk assessment" for Landmark Place, with the conclusions to be "...circulated to all residents..". It is now seven months since his letter. Why are residents *still* awaiting sight of these conclusions.?

(According to the ARMA web-site, their members undertake to place “the fullest emphasis on any matter relating to health & safety and environmental legislation, bringing to the urgent attention of landlords and/or residents any areas of concern..”)

As you doubtless know, the Regulatory Reform (Fire Safety) Order 2005 became effective as of October 1st 2006 and as the Order for the first time encompasses the communal areas of blocks of flats, I would have thought that St. David / Crosby Homes would be paying particular attention to this issue. All the more so, given that your role as both Head Lessor and temporary custodian of the resident’s flat management company should make you the "responsible person" as far as the legislation is concerned.

I personally find it of great concern that after four and a half years these issues have still not been satisfactorily addressed. Despite the almost continuous presence of concierge staff, claimed daily patrols of the building and a "thorough" monthly inspection by Mainstay's Area Property Manager, it is difficult to understand why essential items such as fire signage has been so consistently overlooked. Likewise - and by Mainstay’s own prior admission - the “consistent” filling in of health & safety documentation. As regards the communication of evacuation policy and procedures, I would appreciate it if someone could inform me as to what exactly is happening.

I look forward to hearing from you.

Yours sincerely

Graham Winter

Copy correspondence attached:-

Mainstay response 23-9-2006

Letter to Mainstay 14-8-2006

Mainstay response 21-7-2005

Letter to Mainstay 13-7-2005

Letter to Crosby 3-2-2005

c.c. www.landmarkplace.info