

Our Ref: JD/LMK076WINT

10th July 2007

Mr G G Winter
Apartment 76 Landmark Place
Churchill Way
Cardiff
CF10 2HR

Dear Mr Winter

Re: Mainstay Management Arrangements for Landmark Place

Due to the fact that Robert Wiffen has now left Mainstay Limited, I would like to introduce myself as your new Property Manager - my name is Jonathan Derham. I am based in the Cardiff area, and, with immediate effect, will be responsible for the management of Landmark Place. Should you therefore have any queries in the future relating to your service charges or any communal matters please do not hesitate to contact myself or Neville Nyatanga, your office based Property Services Advisor, on telephone number 01905 362 824 or via e-mail at nevillenyatanga@mainstaygroup.co.uk. I will be arranging a residents meeting shortly and will contact you as soon as a date has been confirmed.

I would like to take this opportunity to inform you that there is a Mainstay website for our leaseholders, www.mainstaygroup.co.uk which includes information as follows:-

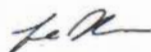
Report a Fault - This facility will enable you to notify us of any non-urgent faults or minor repairs you note in the communal areas of your development simply by completing an on-line form. On completion of the online form you will receive an e-mail confirming your fault report & quoting your unique report reference number. In order to access this service all you will need is your property reference details, which can be found on any correspondence from Mainstay.

Please Remember - Should you wish to advise of an emergency that has occurred out of normal office hours, you can do so by contacting our Out of Hours Support number for assistance on **08451 898 024**.

We have also recently launched a new facility, which enables you to make payments via a new online secure payment system, **'Make a Payment'**, by credit or debit card. Again, all you will need to access this service is your property reference.

These new features now accompany our existing 'Security Fob Purchase' service and our 'Frequently Asked Questions' area and we hope you find them helpful. Should you have any further queries please do not hesitate to contact us.

Yours sincerely



Jonathan Derham
Property Manager
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