

Our ref. RS/ML/1922

Mr G Winter  
76 Landmark Place  
Churchill Way  
Cardiff  
CF10 2HS

20<sup>th</sup> April 2007

Dear Mr Winter

**Re: Smoke-Free Regulations & Piazza Area**

Thank you for your letter dated 2<sup>nd</sup> April, addressed to Andrew Brady, which has been passed to myself for investigation and reply.

I have looked into the matter regarding the Smoke-Free Premises (Wales) Regulations 2007 with Mainstay and they are aware of these regulations. I am informed that the appropriate signage has been ordered and that this should have been installed by 5<sup>th</sup> April.

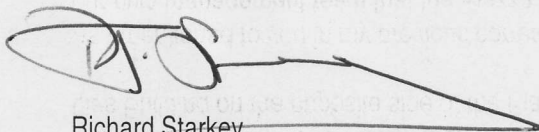
I have again raised your concerns regarding the general upkeep and cleanliness of the adjacent piazza area with Mainstay. The Piazza arch is managed jointly by Mainstay and the occupants of the British Gas Building on the opposite side of the Piazza.

As I mentioned to you in my previous correspondence, I have received assurances from Mainstay and our own management team that the Piazza is being maintained to the standards we would expect. However, I have previously offered to meet with you to personally understand your concerns and review the standard of maintenance at the Piazza and would again extend this invitation.

I also understand that there has been some confusion regarding the maintenance of the planters. I have again discussed this issue with Mainstay and have received confirmation that they are in the process of changing the maintenance contractor for the planters and they expect works to the planters to be complete by the end of April.

I trust this answers the concerns you have raised, but please contact me if you wish to discuss any of these issues further.

Yours sincerely



Richard Starkey  
**Chief Financial Officer**  
**THE CROSBY GROUP PLC**