

Mr David Clark
Managing Director
Mainstay
Whittington Hall
Whittington Road
Worcester
WR5 2ZX

15th February 2008

Dear Mr Clark

Re: Landmark Place, Cardiff. Requested Summary Accounts

On 14th December 2007 I made a formal request to your Ms Helen Solsberg – copied to the Regional Operations Director, Mr Alexander Elsy – seeking a copy of the Landmark Place 2006/07 summary accounts. As at the date of this letter, I have still to receive them.

I note that on the Mainstay web-site it states that we can “particularly” expect you to “..arrange for the service charge accounts to be externally audited and provided within 6 months of the year-end..” On that basis, we should have received the accounts by 31st December last, but as yet there is apparently no indication of them being ready for dispatch.

This, regrettably, is not the first time that Landmark Place leaseholders have been kept waiting for such information, as Mainstay likewise failed to meet the six month deadline following any of the four preceding financial years. Hence the reason for my having made a formal request this time.

Your web-site informs visitors that you are a “passionate advocate for raising standards in the industry”. Can you therefore inform me why your company has on every occasion thus far failed to fulfil its own contractual – and in this instance - legal obligations.? And, in responding, I would be obliged if you could specifically address the reason for this particular breach of leasehold regulation.

Finally, I thought it might be worthwhile attaching a copy of your predecessor's explanation for the delay in supplying the first year summary accounts. I can but hope that your own response will prove a little more credible...

Yours sincerely

Graham Winter

Enc.

Received

13-1-05

Our Ref: GMM/nsj

11 January 2005

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

Dear Mr Winter

Landmark Place, Cardiff – 2002/03 Accounts

Thank you for your letter of 5 January 2005 enquiring as to the reasons for the late distribution of the 2002/03 accounts for Landmark Place.

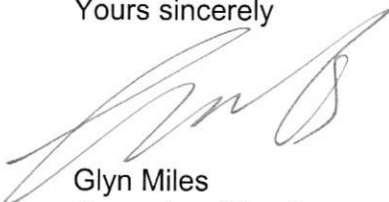
Unfortunately, we had to make some last minute adjustments to the accounts at the point that they were ready for audit due to the late advice of a completion.

This resulted in whole scale re-calculation of the accounts, developer void contributions and the surplus/deficit calculation.

The accounts for year ended June 2003 were therefore regrettably delayed until March 2004.

You will be aware that the accounts for year ended June 2004 were issued to all residents in December 2004 having prior to this been made available to your Residents Committee.

Yours sincerely



Glyn Miles
Managing Director

Direct Tel: 01905 361014

Email: glynmiles@mainstaygroup.co.uk