

**Our Ref:** HS/LMK076WINT

27th September 2007

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

Dear Mr Winter

Thank you for your letter of the 14th September.

I am the recently appointed Property Manager for Landmark Place and as such this matter has been passed to me.

After looking into this matter, I can only apologise for what is nothing more than an administrative error and give you my assurances that I am committed to making sure that errors like this do not occur again.

I am afraid that I can not comment on matters passed but can confirm that I am committed to providing the highest standard of service to the residents of Landmark Place.

Once again I would like to offer our apologies for any inconvenience this may have caused you.

Yours sincerely



**Helen Solsberg**  
Property Manager

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