



**LANDMARK PLACE**  
**Minutes from Residents Committee Meeting 24th November 2004**

**In attendance:**

Robert Wiffen	Area Property Manager	Mainstay
Sue Hannis	Client Services Director	Mainstay
Julia Jeffrey	Property Administrator	Mainstay

Mr R Alldred  
Ms S Dowling  
Ms F Harding  
Mr R Hopkins  
Mr Michael Johnson  
Mr D Petty  
Ms C Redfern  
Mr and Mrs Rowe  
Mr A Tracey

**Apologies:**

Mr M Young

**Item**

**Suggested  
ACTION**

1. **Confirmation of Tonight's Meeting**
  - This meeting is to discuss the service charge and anything else is to be raised at the end of the meeting. There will be an explanation of S/C deficit matrix of sectors 1,2,3 & 4 & Surplus. The next half year charges will be issued in December for demands commencing 1<sup>st</sup> Jan 05.
  
2. **Water Bill**
  - The bill has come in at £8000 – usually £150 pa. This is very low for apartment blocks of this size, as nothing has been paid this year. There is a meter to site and will be querying water meter with water company to check the meter is not faulty – had an instance of this elsewhere.
  - Original estimate for site was £48,000 pa, now reduced to £39,000 pa for next year.
  - Not sure how often meter is read, however, 10th Nov 2003 - 21<sup>st</sup> April 2004 = £3605.
  - The water company is responsible for the meter.
  
3. **2004 – 2005 Budget - General**
  - This is within the budget. This includes 4 Concierge full time.
  - Question was asked is the Head Concierge full time?

## Item

## Suggested ACTION

- There is no separate building Manager as this is part of Head Concierge role. We are looking to find a replacement for Tania.
- Communal square outside is paid in part by British Gas. Raised flowerbeds separate contract with Heritage landscapes.

### 4. **Cleaners to be Formalised**

- Mainstay has contacted the contractors and they are interested in doing this and to be employed directly by us at £6.ph. Have left budget @ £15,000 pa – 40 hrs per wk for 4 hrs p/day £963 per month on Mon, Wed, Fri.
- Direct employment will provide for the same money for more time and more work in the car park & hire a sweep machine.
- The Cleaners would be employed by LMK Mgt Co – to whom the concierge team report. If the cleaners work for us, then we can incorporate delegation/ authority to concierge to ask the cleaners to do bits & bobs.
- Breakdown of hours per core, car park etc suggested
- One of the biggest problems is cleaning – important to have daily presence. Perhaps one of the vices to short terms lets. Eg. There's someone on floor 10 in core 1 where rubbish has been found today on the stairs in the fire escape stairwell. Leaseholders on site don't expect to live like that – empathy for cleaners. Some people just slovenly.
- Next problem is how to police this? Allow for sweeping up & try to follow up another route. What rights do have of enforcement to the leaseholders? We can charge on S/C of offending leaseholder. Maybe an idea to send copy of residents responsibilities out of black book so we can charge the offending leaseholders. (copy of which received from Mr and Mrs Rowe). To be issued to all residents & leaseholders as a reminder of cleanliness to other leaseholders and have a standard charge. Could also explore breach of lease.
- Amend 'cleaners' on Note 1 to Directly employ 'cleaners' with a summary of time on site
- Should people be employed directly by the management company Then can be instructed by concierge and be in place to something the problem, also more incentive to something about a problem
- Review this in time the two cleaners. e.g. instruct to clean glass canopy in reception & windows (long thin communal) at back can be done inside
- Cleaning of Glass – heading needs to be changed to Communal Window Cleaning. This is done once a month

To be Actioned

To be Actioned

### 5. **Car Park Refuse and Refuse Collection**

- In the car park there are some large sheets – Ali is managing this.
- Can the council do this? Private Householders can.
- Refuse collection. How is this paid? Last year the budget was high – £1015 Jan – Mar. A charge was levied because of the larger bins.
- Need to clarify this from Council what charge? There is something in Council tax which justifies the charge

To be Actioned

<u>Item</u>	<b>Suggested ACTION</b>
<p><b>6. H &amp; S Risk Assessment – Why?</b></p> <ul style="list-style-type: none"> <li>We are employers &amp; have to have a safe place to work and employ contractor to do the Risk Assessment. This is to comply with the H &amp; S requirements. National Britannia does audit to ensure everything is in place. It is a legal requirement for us to do audit, despite training of staff by National Britannia to record H &amp; S issues.</li> </ul>	
<p><b>7. General Repairs</b></p> <ul style="list-style-type: none"> <li>Not much really gone on with this so have made a cut of £5,000</li> </ul>	
<p><b>8. Electricity</b></p> <ul style="list-style-type: none"> <li>Lights in communal areas, gates, lifts, road lights (needed as part of planning consent).</li> <li>Take fuses out of heaters in fire escape stairs.</li> <li>Electricity, why has this gone up? Over budget now, not unusual for building at this stage of building.</li> <li>Every 4<sup>th</sup> floor on fire escape, top two remove fuses as heat rises from bottom. (3kw heaters?)</li> <li>The budget at the planning stage of the site there are many unknown factors e.g. lifts, lights, but can control heat a little.</li> <li>When do inspectors – think of energy saving.</li> <li>Concierge reception – under floor heating 24/7 – could this be altered perhaps to find the settings?</li> <li>Lighting internal. Perhaps this should be looked into in terms of fitting longer life bulbs or investigate other options. There may be an initial high cost, but running costs be lower to compensate?</li> <li>Investigate feasibility of this</li> <li>Overall, several ideas put forward including utilisation of non-used rooms, monitor of communal heating settings and also of lights</li> <li>Suggestions of power supplier being changed to Atlantic, Scottish Power to buy in bulk at a commercial rate for communal areas</li> </ul>	<p>To be Actioned</p> <p>To be Actioned</p> <p>To be Actioned</p> <p>To be Actioned</p>
<p><b>9. CCTV Door Entry for All Cores</b></p> <ul style="list-style-type: none"> <li>New headings in this and there is no separate CCTV and it makes the section clearer. There is a contract in place with Security Centres with ongoing maintenance and installation.</li> </ul>	
<p><b>10. Insurance</b></p> <ul style="list-style-type: none"> <li>Mainstay buy in bulk and although they have changed brokers, insurance is still with Norwich Union and is cheaper than preciously. This is done at Board level and is important to us. Mainstay is comfortable that they are getting good market value. The regulations have changed, for Mainstay to approach an insurance company they would need to be registered as brokers.</li> </ul>	
<p><b>11. Lift Maintenance</b></p> <ul style="list-style-type: none"> <li>The glass problem needs to be sorted out. Perhaps pass to LiftServe on renewal? There is a national contract with Otis direct. The warranty has now expired. The rate for a lift with more than 4 storeys is about £1000 per year per lift.</li> </ul>	



**Item**

**Suggested  
ACTION**

- If wish to improve the apartment, who to ask? Need to ask managing agent who is Mainstay. The Freeholder – Pemberstone will ask the Resident's Management Committee and if no one objects then alterations will be okay. The Head Lessor has to protect their own interests and protect their asset.
- Spa Radio. Unable to get this in apartment and really need to get a satellite on the roof. Who do we ask to do this? – Need to ask leaseholders e.g. Pemberstone.
- Right of Light from Limerick House. Next door have registered a notice to anyone in Landmark Place not to object to future development and the right to light. Some Committee members understood initially that LMK was obstructing Limerick Place light, for which it's really a bit late and 'the horse has already bolted'. The Freeholder is looking at getting legal advice. Mainstay will issue advice to leaseholders
- Crosby & Pemberstone – Spa store – heater car park level 1. Crosby said okay then freehold over to Pemberstone.
- Ask Pemberstone to liase with the Management Company as Crosby is in the process of signing and processing share certificates (Crosby wish to move on).
- Commercial sector is managed by commercial Mgt Company – there is a big area – 3<sup>rd</sup> & 4<sup>th</sup> floor between cores 1 & 2, how to stop people getting in? Supposed to be gym? Still with Crosby until let out. There is a hole there for a pool. Crosby own at moment.
- Could Management Committee have control of it? What it can do with the space depends on lease. Form Limited Company? Could the leave provide for the residential management committee to collect s/c relating to the running of this area Be wise to get residential buy-in, have a cost and survey
- Next meeting need to elect officers, with only 1 representative per apartment
- Perhaps have a complaints box in concierge area?

Actioned

??? Minute point

**Date and Venue of Next Meeting:**

- 12 January 2005 at Prospect Place Business Centre