

## LANDMARK PLACE

### Minutes from the Leaseholders Management Committee on 6<sup>th</sup> August 2005

#### In attendance:

Robert Wiffen            Area Property Manager (Mainstay)

Mr R Alldred  
Dr and Dr D'Auria  
Mr R Hopkins  
Mr M Johnson  
Mr and Mrs Rowe

#### Apologies:

Mr G Garrard

#### 1.     **Welcome and Apologies**

RA opened the meeting and apologised for not being on top form and will contact AT as to whether he will still be attending committee meetings.

#### 2.     **Matters Arising from minutes of Previous Meeting**

##### **Concierge**

2 out of 4 members applied for the position of head concierge. Interviews were held and RA was also present. Helena's interview was full & tough and Peter handed his resignation before the interview. Peter worked the weekend and left. RA & RW agreed Helena would be suitable for the post and informed her of their decision to allow her to work as acting head concierge for a 3-month probationary period.

There is currently a full team since Raffitt was appointed and started on 26<sup>th</sup> August and the whole team are currently working well together.

Helena is providing RW with full weekly reports and started putting measures into place to improve security/access problems. She is also working on a full policy & procedures.

At last meeting we were informed that a midlands concierge would come to Cardiff for support. This has not yet happened but is still planned.

## **Security and Car Park**

RW contacted Crosby and confirmed that they had sold 2 substandard spaces leaseholders and also that all space car park or cupboard will only be sold to owners of apartments with a clause that they must be sold along with apartment.

Fobs have been checked and they only allow you into the areas that need to be accessed.

It was agreed that Helena should be given a chance to deal with the issue of people requesting access without a fob as she is already proving to be effective and pro-active in dealing with this.

MJ suggested that a sign should be put at the entrance of the car park  
- NO FOB NO ACCESS

## **Building**

RW received e-mail from Crosby stating that all information was in the H&S file, which is probably in the cupboard. RW has found a surveyor at a cost of £2000 - £3000. RA will contact Len as to whether he can recommend a surveyor if not RW will arrange. Ask surveyor to also look at balconies not bolted and cladding (different in British Gas building).

## **Satisfaction Survey**

RA now has the final satisfaction survey, which was shown to all committee members present and will be distributed along with a cover letter, which was drafted by GG, by Mainstay ASAP.

A return date will be added to the letter and a follow up letter to remind leaseholders return the surveys.

## **Draft Constitution**

To be discussed further at next meeting once everyone has had a chance to read. Feedback so far is that it is very good.

### **3. AOB**

It has been noted that a large black Labrador has been seen walking in and out of Landmark Place and that permission hasn't been given. RW to confirm what the lease says with reference to pets.

Mrs R asked whether the procedures that were discussed at meeting 17<sup>th</sup> May were in place and RW confirmed that the procedures along with list of contractors is now available and behind desk with concierge.

Hotel services and serviced lets are still being advertised on the Internet. MJ to look into trading standards for wrongful advertising and contact via e-mail both hotel and serviced let sites.

Serviced lets let 4 apartments to 20 people last month. RW will confirm how this was dealt with.

It has been brought to the attention of the committee that one of its members has let his apartment on a short-term basis and after having ample opportunity to inform the committee, hasn't. All committee members must be seen to be acting what is preached.

Mr & Mrs Rowe asked when the AGM would be held. In preparation Mrs Rowe will prepare bullet points for what the committee have achieved ready to Discuss at next meeting.

**The next meeting will be on Tuesday 18<sup>th</sup> October at Prospect Place.**

**The open meeting will be on Tuesday 8<sup>th</sup> November at The Thistle Hotel.**