

LANDMARK PLACE

Minutes from the Leaseholders Management Committee on 26th July 2005

In attendance:

Robert Wiffen Area Property Manager (Mainstay)
John Nouch Southern Regional Property Manager (Mainstay)

Mr R Alldred
Dr and Dr D' Auria
Mr R Hopkins
Mr M Johnson
Mr G Garrard
Mr P Walker

Apologies:

Mr and Mrs Rowe
Mr A Tracey

1. Welcome and Apologies

RA opened the meeting and introduced John Nouch who has recently joined Mainstay and will be supporting RW and Rebecca Horwood who will be taking the minutes.

2. Matters Arising from minutes of Previous Meeting

Concierge

RW and JN have now met with and interviewed four of the concierge team. With the outcome being that a line will be drawn under the past and everyone will move on. Peter will now do the day shifts and Keith the night shifts and a restructuring process will begin. All four have been invited to apply for a new position of head concierge by next week and if unsuccessful will advertise externally, and salary levels were discussed and agreed. RA will also be present at these interviews and involved in the selection. At this time all protocols will be reviewed and a clear set of procedures for the concierge team will be set and distributed to the committee. Prior to this being put into place by 30th September a Concierge Services Consultant from Midlands will spend 2-3 days at Landmark Place. The Head Concierge position which will bridge the gap between Landmark Place and the off site manager, will be able to deal with the majority of issues that arise and contact RW for any issues unable to deal with.

RA suggested that this post will have a probationary period of three months which was agreed by all members with a formal review at the end with the written procedures forming the basis of this.

Wendy and John have not yet been interviewed but have talked to RW informally. ED thinks they should be interviewed to make them feel as if they are part of the team.

3. Security and Car Park

It was felt that the security of the building is not as originally perceived when apartments were purchased.

Areas of security discussed were:

- (i) Fobs allowing access into unauthorised sectors;
- (ii) Access into car park either through mis-programmed fobs or tailgating;
- (iii) Outer doors being left open.

JN seems to think that much of this security problem is due to the people and therefore suggests that when admitting people into the building concierge are to start challenging why fobs aren't working, even if they do know the person. The same for when car park entry and if tailgating is witnessed the driver must be challenged.

The re-programming of fobs was discussed and decided that this would be a mammoth task and cost a huge amount of time and money. However, it was not dismissed and could be the final option after all other avenues explored and tested.

MJ raised the point that we should rely on fact and not feeling, as there is no evidence of any actual car crime or personal attacks.

It was brought to the committees' attention that Crosby have sold public car parking spaces. RW is going to check whether this has happened.

In view of recent events it was discussed as to whether concierge will continue to accept post and packages on behalf of residents. Matter still to be discussed further.

4. Building

Letter has been written to Crosby with reference to a building survey being done, a deadline of 31st July was given to them for replying. (Copy of letter attached).

RW has investigated local surveyors and estimates that the survey will cost in the region of £2000-£3000. All committee members agreed that this sounded very reasonable and agreed a go ahead when the time comes. Anybody interested in meeting with surveyors at any time during the survey are very welcome. DD & ED are more than happy to allow access for the surveyors to view their balcony. RW will chase Crosby next week.

Crosby have delayed sending shareholders certificates due to recently being sold to an Australian company. In order to speed up the process all cupboards left to sell have been transferred to a separate holding company. RW to send Crosby a letter to confirm that car park spaces and cupboards are only being sold to residents and that cupboards are linked to flats and sold together.

Crosby are still to come back with reference to the bin store. It has been agreed that the Landmark Place model can be placed in the reception area.

5. Satisfaction Survey

DD proposed some amendments to this survey in order to ensure that maximum results are achieved. GG and DD will combine the surveys and forward to the committee officers before being forwarded to all leaseholders for distributing by Mainstay.

After some discussions it was agreed that the purpose of this survey is:

- (i) To obtain sound opinion from all leaseholders;
- (ii) To obtain a broad base of information;
- (iii) To find out if leaseholders feel they are having value for money;
- (iv) To give Mainstay a snapshot on how they are seen as managing agents;
- (v) To enable the committee to move forward on the information.

The committee agreed that a response of 25% is envisaged after DD shared that of all the surveys he has been involved in 38% response was the best. It was agreed that the survey should be no longer than two sides of A4, a reply date will be put on it and RA will write a covering letter from the Landmark Place Leaseholders Committee. The committee felt that Mainstay should be present when the envelopes are opened and results entered. This time will be set before a meeting and time will be allowed depending on response.

6. AOB

Graham has devised a proposed constitution and distributed to all committee members to allow for any thoughts or comments for discussion at the next meeting.

RW confirmed that all residential and commercial units are contributing into the sinking fund, even the void units.

Notice boards are now up in cores 1&2.

All committee members will complete a register of members interests. This will include all flats and parking spaces owned, an agreement that all letting needs will abide by the lease (i.e. no short term letting) and who is renting space.

MJ raised the point of Right of Light Act but was answered by RW and the rest of committee.

The next meeting will be on Tuesday 6th September at Prospect Place.