

Received
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17 November 2004

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

Dear Mr Winter

**Landmark Place Residents Committee
Landmark Place (Management) Limited - Appointment of Directors**

Please find enclosed a copy of the minutes of the meeting held on 2 November 2004.

At this meeting, a Residents Committee was formed by leaseholders of apartments in Landmark Place and the following leaseholders kindly agreed to join the committee. Part of their role will be to act as a direct point of contact between Mainstay and their fellow leaseholders:

Michael Johnson	Apt. 1
Mr and Mrs Rowe	Apt. 253
Mr R Hopkins	Apt 59
Mr M Young	Apts. 5 and 223
Mr D Petty	Apt 91
Mr A Tracey	Apt 198
Ms C Redfern	Apt 198
Mr R Aldredd	Apt 135 and 172
Ms S Dowling	Apt 40

The committee have specifically asked me to make you aware of their role, and to invite participation from any other leaseholders wishing to have involvement in the way that Landmark Place is managed.

Residents' Management Company

On transfer of the Management Company to the leaseholders, the committee members have indicated their willingness to assume the role of directors, overseeing the management of the site, and have asked me to enquire as to whether any other leaseholders would also wish to assume this role.

This is an important (although not onerous) role, since the directors will be responsible for making key decisions concerning the site, such as levels of expenditure and service charge budgets. In addition, they will oversee the work of Mainstay, receive and sign audited accounts and conduct the Annual General Meeting in accordance with the Memorandum and Articles of Association.

The directors will also be responsible for making and enforcing policy decisions concerning the conduct of individual leaseholders whilst ensuring that all leaseholders comply with the terms of the lease. As such, their decisions will be binding to all leaseholders and will be legally enforceable.

The Committee wish me to encourage your involvement, and to emphasise the fact that the role of committee member [and subsequently director] will not take up significant volumes of your time. It will however, afford you the opportunity to ensure that your views are fairly represented.

Communication

Should you wish to become involved as a committee member (and subsequently director), or simply wish to make the committee aware of any matter which is giving you cause for concern, please could you contact either myself on the numbers below or Robin Aldred via the Concierge.

In this way, the committee can ensure that all matters to which we need to attend can be communicated efficiently to Mainstay, with clear instructions as to the course of action which the committee wish us to take.

May I emphasise however, that duties relating to the day to day running of the site still rest firmly with Mainstay. It is not my desire to abdicate this responsibility, or to overburden committee members, but merely to develop clear channels of communication. In this way, we can ensure smooth and efficient running of Landmark Place.

I hope that the above information will prove to be of interest to you.

Yours sincerely



Robert Wiffen MRICS
Area Property Manager

Tel: 01905 361 066

Email: robertwiffen@mainstaygroup.co.uk



LANDMARK PLACE

Minutes from Residents Committee Meeting 2nd November 2004

In attendance:

Robert Wiffen	Area Property Manager	Mainstay
Sue Hannis	Associate Director	Mainstay
Michael Johnson	Apt. 1	
Mr and Mrs Rowe	Apt. 253	
Mr R Hopkins	Apt 59	
Mr M Young	Apts. 5 and 223	
Ms F Harding	Apt. 221	
Mr D Petty	Apt 91	
Mr A Tracey	Apt 198	
Ms C Redfern	Apt 198	
Mr R Aldredd	Apt 135 and 172	
Ms S Dowling	Apt 40	

1. Introduction from Mainstay

Robert Wiffen (RW) introduced himself and Sue Hannis and welcomed those present.

2. Handover of the Management Company

RW advised that the last apartment had been sold and completed last month.

St David's were in the process of preparing to issue the share certificates to all leaseholders and transfer of the control of the Management Company to the leaseholders was therefore imminent.

RW requested volunteers to become Directors of the Management Company and advised that the key roles and responsibilities of the Directors would be to oversee the role of the managing agent, have an input into the preparation of the budgets, and sign off the annual accounts. Mainstay would continue to fulfil the role of Company Secretary – preparing the accounts etc.

ACTION

It was recommended that Directors and Officers Liability insurance be taken out. RW to obtain a quote and feedback to committee.

RW

All those present, with the exception of Ms Harding, indicated that they would be willing to stand as Directors of the Management Company when control is transferred.

RW to write to all leaseholders advising of this and to invite any other interested parties not present to volunteer if they wish setting a deadline of 1 December 2004

RW

3. **Staffing**

RW advised that Tania Martin had resigned with immediate effect for family reasons.

Whilst this was disappointing, it presented an opportunity to review the current staffing arrangements and to make any changes that were felt necessary.

The appointment of a Head Concierge/Building Manager was proposed by RW.

It was widely agreed that someone in such a position was desirable with a higher level of authority in order to oversee the rest of the team and manage day-to-day repairs and management issues at a local level.

It was considered important that whilst this person was part of the concierge team they still had time to deal with other duties such as maintaining Health and Safety records, monitoring cleaners and contractors. A two-hour overlap in cover, as is the case now, was considered sufficient.

RW to provide a copy of the Job Descriptions for Concierge and Head Concierge

RW

RW said that he felt that it would be worth considering directly employing a small team of, say, 2 cleaners at Landmark Place. It was agreed unanimously that this would be the best way forward and RW is to undertake a costing exercise, with a view to incorporating this into next year's budgets and commence the recruitment process immediately.

RW

At this point, the issue of **Communication** between Mainstay and leaseholders was raised. Difficulty in getting through to Worcester on the telephone was cited as a problem, and the perceived difficulty in finding out about this meeting – the time and the venue in particular was given as an example.

RW explained that a letter had been sent to all leaseholders on 19th October 2004 inviting those interested in joining the committee to contact Mainstay by 25 October 2004. RW made clear that this was intended to be a committee meeting, rather than a general residents meeting. The venue was not given on the original letter, as until the

exact numbers of those wanting to attend was known, this was not possible. RW apologised for any inconvenience that had been caused.

One leaseholder distributed a copy of a brochure issued by the sales office of another development in Cardiff which set out the role and duties of the managing agent, the service charge etc. and suggested that a similar document from Mainstay would have been beneficial.

RW advised that a 'Guide to Management Services' was currently being printed and that this would give such information. RW will endeavour to bring a copy to the next meeting, in order to give the committee the opportunity to have input into the 'site specific' aspects of the guide.

RW

4. Maintenance

Cleaning

RW had obtained quotes for cleaning the carpets throughout the common parts at a cost of c. £3000 and it was felt that, whilst the carpets in some areas did need cleaning, other areas did not. So, rather than clean all carpets, a member of the concierge team is to identify only those carpets which need cleaning and the contractors would be instructed accordingly.

RW

RW to obtain quotes for tiling all 4 lifts as it was agreed that the current carpet and matting was tired and in need of replacement. Tiles would be easier to clean and to keep clean.

RW

New cleaners to be provided with carpet cleaner.

RW

Car Park

The car park was handed over on 1st April 2004.

It was felt that the cleaning of the car park was not satisfactory and that the bin area in particular required more attention.

RW to confirm the cleaning schedule and frequency of visits.

RW

It was identified that the car park had never been sealed and that, as a result, the car park would always be dusty. RW to obtain a quote for sealing the car park

RW

It was reported that the fire cladding on a number of the overhead beams in the car park had been damaged and this was considered a fire risk. RW to arrange for their repair as a matter of urgency

RW

Unauthorised parking in parking spaces was discussed together with a variety of solutions. It was agreed that lockable bollards might be the best solution, and RW is to obtain a number of alternative examples for consideration at the next meeting so that a preferred bollard can be selected and stipulated to residents wishing to install one.

RW

Bins

As discussed at the last meeting, residents were unhappy with the provisions that had been made for the location of the bin store. St. David's had, since the last meeting erected a wooden screen but this was still not considered to be very satisfactory.

Settlement Cracks

It was noted that there were a large amount of settlement cracks around the building. RW to check with St David's as to whether they were intending to return to address these and, if so, when.

RW

Lifts

RW acknowledged that the replacement of the lift glass had taken an unacceptable length of time. Otis had, however, issued a letter to Mainstay accepting full responsibility for the delay having been let down themselves by three different suppliers.

Otis have assured us that the lift glass will be replaced by Friday 5th November 2004. Furthermore, they will be investigating the reason that so many of the panels have cracked in a similar way and suggesting any alterations or modifications that they may be able to make to prevent this from happening in the future.

5. Accounts and Budgets

It was agreed that a further committee meeting would be held on this matter before the end of November and that changes would be made to incorporate proposed changes in staffing. RW to advise of date and venue.

RW

A number of leaseholders advised that they had not received their surpluses from the 2003 accounts. RW to investigate and provide breakdown of charges at next meeting.

RW

6. Short Term Lets

A letter from solicitors on the matter was reviewed and discussed. It was unanimously agreed that this situation should be monitored and that the issue would be best resolved once directors had been appointed.

7 Proposal

Robin Alldred proposed, and Michael Johnson seconded, that those leaseholders present should form a Residents Committee.

This was unanimously agreed.

8 AOB

Michael Johnson reported that there appeared to be a leak coming from Apt 3. RW agreed to contact the owner of Apt 3 and pass on Michaels contact details to him.

RW

The meeting closed at approximately 9:30pm