

# Landmark Place (Management) Limited

## Directors Meeting – 21<sup>st</sup> April 2009

### Minutes

**Present:** Graham Winter (Chair), John Jones, Robert Hopkins, Andy Crossey and Doug Petty.

**For Mainstay:** Alexander Elsy.

#### 1. Apologies

Apologies had been received from Robin Alldred, Denis D'Auria and Teresa Dominquez.

Mr Elsy reported that although intending to attend, Jay Derham of Mainstay was indisposed following a recent car accident.

#### 2. Finance

Mr Elsy was requested to clarify the situation with regard to the service charge accounts and in particular to explain the reasons for the 2007/08 budget shortfall which had necessitated additional service charge demands being sent out.

Particular concern was expressed at the substantial variances between the estimated and actual communal water and electricity supply bills.

Mr Elsy undertook to arrange a "forensic" examination of the costs involved in those two particular budget heads and report back to the board accordingly.

On that basis, the board agree that the submitted 2007/08 accounts could be duly signed off.

#### 3. Planned Maintenance Programme

The board expressed its concern in that Mainstay had seemingly been unaware of the existence of a full Landmark Place condition survey / planned maintenance programme commissioned in 2007 by their Mr Robert Wiffen prior to his leaving their employ. A copy of the survey – carried out by TFT – had since been obtained by the Chair, following which several of the board members had accompanied him to a meeting at TFT's offices to discuss the content and its recommendations.

As the survey was now considered to be several years out of date, and a TFT recommended "post-survey handover" meeting with Mainstay's Mr Wiffen had subsequently *not* taken place, the board felt that it would be inappropriate to ask Landmark Place leaseholders to pay any attendant surveying costs involved in bringing the planned maintenance programme back up to date.

The Chair advised Mr Elsy that a figure of up to £2,000 had been cited by TFT to carry-out the said update, but the reasonableness of that figure was strongly questioned by Mr Elsy who in turn informed those present that such a sum was unrealistically high in his own professional opinion.

The board was unanimously of the view that as the situation was not of its making, it would be more appropriate for Mainstay and TFT to resolve the matter between them. Mr Elsy stated that in the circumstances he would welcome the opportunity to challenge TFT on their proposed costs.

The board unanimously resolved that Mr Elsy be charged with responsibility for resolving this matter, and to deliver a contemporary TFT report at no additional expense to leaseholders.

#### **4. Concierge and Cleaning Staff**

The Chair advised that he had prepared a good number of questions relating to the administration and running of both the Landmark Place concierge and cleaning services. However, due to the unavoidable absence of Mr Jay Derham - Mainstay Regional Head Concierge - it was felt that it would be unreasonable to expect Mr Elsy to talk fully on such matters. As such, the subject matter was postponed until the next meeting.

#### **5. Fire Safety**

Some debate took place relating to a Core 2 chip pan fire incident that had occurred in February, with the board expressing their concern at the lack of co-ordination / awareness of site staff with regard to any building fire safety strategy.

Again, given the absence of Mr Derham, it was felt appropriate to defer further consideration of this matter pending his attendance at a later date.

#### **6. Piazza Area**

The Chair reminded Mr Elsy of his earlier undertaking to ascertain ownership and / or maintenance obligations of the adjoining piazza area. Mr Elsy responded that he was due to meet with the Lessor's representatives within the next two days and that the outcome would be communicated to the board thereafter.

The Chair further requested that Mr Elsy likewise seek clarification of the "ownership" of the vacant Core 2 office space during that meeting, which he duly agreed to do.

#### **7. Maintenance**

Information was sought as to the so-called "Man with a Van" service that appeared to have been recently introduced. Mr Elsy in turn gave brief details about the service, and opined that it was of greater benefit to leaseholders given the enhanced responsiveness and cheaper "call-out" charges of an "in-house" service, as opposed to the use of external contractors.

## **8. A.O.B.**

### **8.1 Door Locks**

One of the directors expressed his concern as to the effectiveness of the original door locks fitted to apartment doors.

It was agreed that further consideration be given to the matter following advice from the local crime prevention officer.

### **8.2 Vending Machine**

It was suggested that a soft drinks vending machine could be installed within or adjacent to the main reception area, for the benefit of residents outside of normal shopping hours.

It was agreed that further consideration be given to this matter.

There being no further business, the Chair then thanked those attending and closed the meeting accordingly.