

Landmark Place Residents Meeting
19/02/08
Held at Prospect Place

Attendees: Helen Solsberg (Property Manager)
Robin Alldred (Chairman of Landmark Place Committee)

Mr & Mrs Evans
Dr Gray
Lynda Hopkins
Maggie Parker
Dr and Mrs D'Auria
Mike Bryant
Faith Harding
Mr & Mrs Wilmott
Mr & Mrs Hartigan

Minutes taken by Helen Solsberg

1. Review of minutes of previous meeting:

- The Mainstay database was discussed with questions raised as to how Mainstay update our addresses and check our records. HS advised that is the Leaseholders duty to inform us of change of details. In the case of a resale the solicitor will inform us. HS advised she will check with her administration team what processes they have in place for checking records. To update at next meeting. – HS advised that Mainstay have no internal checks and that it is the leaseholders duty to advise of change of detail. On new properties, if new owner forms are not returned within one month then Land Registry Searches are applied for. Any change of details can be advised through email or letter and our system would be updated.
- Arrears – HS advised that the building has a high amount of arrears. HS advised that she will be taking a hard line where arrears are concerned and will be taking legal action as soon as the internal arrears process has finished. Residents questioned whether interest charges caused by other arrears will be passed to other residents. HS advised that Mainstay are not legally allowed to borrow monies for any reason to help the finances of the building.
- Service Charge Demands – it was raised that some residents were having to continually chase Mainstay for the demands. HS agrees that this is unacceptable and will investigate. This led to many points being raised as to the 'incompetence' of the team at Mainstay.
- Mardi Gras – HS apologised for the administrative error that caused all Leaseholders to receive a letter meant for the Council.
- Fobs – HS advised that we fobs are near the end of our quota for registered fobs and would need to start the process of obtaining details of fobs held soon. Residents raised concerns of the price of fobs etc. RA went through process of how Mainstay managed fobs and that they do not make any money through the sale. HS to speak to the owner of the system to see if it is possible to buy the system from them meaning programming can be done on site. HS to update at next meeting. – HS advised that we have looked into this and it is not possible.
- Bins in Core 1 – Residents asked if it was possible to move the bins from the car park. RA and HS advised this was not possible.
- Rubbish on flat roof area – Residents advised that there is often discarded waste on the flat roof by the commercial units. HS to add this to the cleaning schedule dependant on access. – HS advised that this was done by the window cleaners once a month due to access problems.
- Cleaners – It was decided that there is a need for a weekend cleaner for a couple of hours. HS to organise a trial run. HS advised that this has now commenced, review at next meeting. General feedback very good
- Notice Boards – HS has ordered more Notice Boards so that they can be dedicated to Mainstay messages, including Cleaning Schedules. - Actioned
- Core 2 – There is a pungent smell in Core 2 that has been apparent for a while. HS to investigate as a matter of priority. – Dynorod have sorted the issue and the carpets were steam cleaned. The smell has now gone but will monitor.

- Handover – HS advised that Crosby have now sold the last unit and are 95% complete. Expect handover within the next few weeks. — Handover now ready, election on 01st April.
- Short Term Lets – RA went through the recent problems with this issue. HS reiterated that this was not allowed and anyone allowing it in their property is in breach of their Lease.
- Core 1 Furnishings – Residents requested a sofa for Core 1. HS and RA agreed to provide one. – Actioned
- Security – HS advised after discussions regarding security that she would get a quote for a camera in Core 1. – Still waiting for quote
- Maintenance – HS advised we now have a dedicated full time maintenance man who can attend to the smaller jobs in Cardiff. As there are concerns on water usage in the building, the checking of toilet cisterns could be a role that the maintenance man undertakes. – HS advised that Concierge will be carrying this role out.
- Landmark Place Model – Residents requested that the model be taken down in reception. HS to send voting slips out to all and will decide on the majority. – HS advised that the LMK model will be staying.
- Car Parking – A resident brought to our attention that there seems to be no process in place for removal of vehicles. HS to check process and report back. – HS advised that the company so not patrol the car park but can remove a vehicle should a leaseholder call them and request it. The communal areas are monitored by Concierge and they will report any unauthorised parking and they will action.
- Committee – All residents would like contact details of the Committee sent out. HS to action. – to follow after meeting with committee

2. Water Usage

HS advised Welsh Water have been to site with a leak specialist and advised that our usage is higher than average. Concierge to perform 'ghost flushing' over the next couple of weeks and we will monitor the usage. At the time of going to print, this had already started.

3. Mardi Gras

HS advised that she attended a License review hearing on behalf of Landmark Place to object to the renewal of the License. License was granted with a full day event on Saturday but a closing time for all outside music and bars at 2200 on the Sunday.

4. Planning Proposal

Planning proposal of new building was talked over. HS advised that a petition had been started and would be sent with a letter to object as a group. HS to also put a template letter on the notice board for guidance.

5. Committee

The current Chairman will be resigning and a meeting to be arranged with the current Committee to check that all are still willing to act as representatives of Landmark Place. HS to arrange date and time.

6. Handover

HS advised that handover was now ready. Letters to be sent out giving 28 days notice for an election of Directors.

7. AOB – External Light needed for outside the foyer area. HS to action.

6th Floor carpets – core 1 – can they be replaced? HS to investigate.

Schedule 7, Clause 13 states 'to provide and further maintain carpets, carpeting and underfelt and other good quality soundproofing material on the entire floor area of the Demised Premises in order to prevent the transmission of sound from the Demised Premises to any other part of the building.'

Clearly all flats should have carpeting – but it was discussed that some apartments were fitted with laminate by the developer. HS to bring Lease to next meeting and discuss.