

Received 17-4-04



LANDMARK PLACE

Notes from Leaseholders Meeting 17th March 2004

In attendance:

Robert Wiffen	Mainstay Residential		
Mr Hall	Apt 207	Mr R Griffiths	Apt 7
Mrs Dominguez*	Apt 212	Mrs Harding	Apt 31
Dr & Mrs D'Auria*	Apt 156	Mr P John*	Apt 86
Mr Tracey & Mr Redfuen*	Apt 198	Dr and Mrs K Hole*	Apt 64
Mr & Mrs Mcinnes	Apt 9	Mark Isles	Apt 66
Mr M Johnson	Apt 1	R Hopkins	Apt 58
Mr and Mrs Rowe*	Apt 253	Mr J Thompson	Apt 13
S Morris	Apt 93	L Dowling	Apt 21 & 40
Mr and Mrs P Walker	Apt 254	Mr D Ellis	Apt 22

ACTION

1. Introduction from Mainstay

Robert Wiffen (RW) introduced himself as the new Area Property Manager for Mainstay responsible for the management of Landmark Place.

2. Service Charges

RW had hoped that all leaseholders would, by now, have been in receipt of their copies of the audited accounts for the year ended 30 June 2003 and the revised budget and payment requests.

RW gave a brief verbal report, but it was agreed that another meeting specifically to discuss the service charge accounts and budgets would be called in approximately one months time once everyone had had the benefit of looking at them. RW to arrange the meeting with those residents present who expressed an interest in forming a committee. Other residents interested in joining the committee should contact RW asap.

RW

3. **Concierge**

This item was added to the agenda as RW wanted to ask the residents their views. The Concierge team were not in attendance specifically to enable residents to express their views freely.

Those residents present were all quite happy with the present team and were particularly pleased with Raid Ali, the most recent member of the team. Residents were disappointed that Tanya was leaving, all believing that continuity was very important for Landmark Place.

Residents were concerned at the apparent high turnover of staff and asked if there was anything that could be done to address this such as ensuring that salary levels were high enough. RW said that the recent departures had all been as a result of the individuals personal situations, and not, as far as he knew, due to any other reason.

One resident asked if the concierge were carrying out regular checks of the building to include fire alarms, lifts and emergency lights etc. RW advised that all members of the team had recently attended a Health and safety Training course which covered just this and that the concierge were issued with a Health and Safety File to record this and other information.

RW advised that he had reworked the rotas so that there were now 4 full time concierge and that he had built in 2 hours a day where there was double cover to allow for these checks to be carried out.

Residents again asked if the concierge could be given a PC with internet access to enable better communication with them. RW is arranging this.

RW

Concern was raised over the demands placed on the concierge desk by the very high number of apartments let on a daily/weekly basis and this led onto a lengthy debate on what appeared to be the main area of concern amongst those leaseholders present:

4. **Short Term Lets**

Most residents present voiced their concern over the very high number of apartments let on a daily/weekly basis. (Not those apartments let on Assured Shorthold Tenancies)

Anecdotal evidence would suggest that anywhere between 30 – 50+ apartments in development were let on this basis with Serviced Let seeming to be the letting agency dealing with most of these. RW to investigate this to try to establish exactly how many apartments are let on this basis.

RW

Residents were concerned that the nature of these lets encouraged tenants who treated Landmark Place with less respect than other residents and that this had an adverse effect on the cleanliness and general appearance of the building and, in turn, higher levels of expenditure.

Some residents were also concerned by the high level of 'strangers' who had access to the building stating that at certain times of night, particularly on days when there had been a football/rugby match at the Millenium Stadium, they did not feel safe walking through the common parts.

RW

One resident asked whether panic buttons could be fitted in the lifts. RW to investigate

Residents were also concerned by the potential effect that this may have on the value of their properties.

Residents felt quite strongly that the leaseholders of apartments let on this basis were made aware of these concerns.

RW

All agreed that this was a difficult situation to manage and RW agreed to check the lease to see what provisions there were within it, if any, to deal with these issues and to write to leaseholders accordingly.

5. Outstanding Snagging/Repairs and Maintenance

The following items of concern were raised:

- The amount of **rubbish** that accumulated around the alley/gate
- The **door to the car park on the first floor** was not closing properly
- The **lift glass** was still broken after over one year. RW advised that he was now dealing with this as an insurance claim and hoped to resolve this particular issue **shortly**.
- Residents were **unhappy with the provisions** that had been made for the location of the **bin store**, feeling that it created a very bad first impression when **entering the car park** and that the area became very untidy and could be a health and safety risk particularly in the summer when it gets warmer. RW to liase with St Davids to see whether they would consider finding an alternative location and/or providing a secure bin store area.
- A number of residents noted that vans parking outside the ear of the commercial units **during the day** were causing a large amount of oil staining to the **pavement**. RW to write to **Flannells** to ask if they would be prepared to cover the cost of having this area jet washed.
- RW advised that the **Car Park** was about to be handed over with only some cleaning still to be completed. Residents asked whether the pillars would be sealed/painted as they were very dusty, and whether hand rails would be put in. RW to check with St Davids.
- One resident asked whether it was necessary to have the outside of the building lit up quite so much. RW thought that this was a planning requirement but would check into this.

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- **Cleaning.** RW asked for resident's views on the standard of cleaning. There was a general view that the cleaners were just vacuuming and not doing any other tasks such as dusting, cleaning glass, handrails etc. RW agreed with this and is currently looking at the current cleaning specification as currently, only two cleaners are employed for half a day twice a week. There was general agreement that was probably not enough time. It was also agreed that the current cleaners required more on site supervision and that perhaps the concierge could be responsible for this.
- RW agreed to get the bicycles removed from the cycle racks as they had apparently been there for a long time.

RW

RW

6. **Any Other Business**

- **Residents Management Company/Committee.** RW reminded everyone present that on the sale of the last unit, (and there is just one remaining now), that control of the Management Company would transfer to the residents and that directors would have to be appointed. A number of residents felt that a Residents Association was needed at Landmark Place and RW explained that the directors would fulfill this role in due course. RW encouraged residents to form a committee until the transfer of the Management Company, with a view to the members of this committee becoming directors. Those present were asked to register their interest before they left (marked with a * at the head these notes). RW to contact those interested with a view to establishing a committee.
- Landmarkplace.com – a resident repeated his suggestion that this website which has been used to sell the apartments by St David would act as a good communication tool for residents and between residents and managing agent. RW to liase with St. Davids sales team.
- One resident reported that the lights on the 4th floor car park were situated at a very low level, and that he was concerned that someone may injure themselves if they walked into them. RW to check with St. David's if it would be possible to move them.
- Loud music emanating from Flat 91 was reported by one resident who was advised to contact Mainstay in Worcester if the problem persisted.
- The meeting closed at approximately 8:30pm

RW

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RW

Circulation

All leaseholders at Landmark Place