

Ref: DEV/348/RAC/MJE
24 November 2008



Professor A R Millard and Mrs M L Millard
5 Saxon Court
2 Guys Cliffe Avenue
Leamington Spa
CV32 6LY

A. C. Lloyd Developments Ltd

1 Chapel Street
Leamington Spa
Warwickshire
CV31 1EJ

Dear Professor Millard and Mrs Millard

t: (01926) 421326

f: (01926) 451731

Re: Management Company

e: name@aclloyd.com

w: www.aclloyd.com

I refer to a meeting with a number of residents to discuss concerns they had regarding the current and future maintenance of the estate. Please see below for my responses

1. A company called Exclusive Property Management (EPM) are acting as an intermediate managing agent. They currently will only be involved in the collection of service charges for which they will charge a nominal fee.
2. Until the site is handed over in its entirety to EPM, A C Lloyd will carry out the management duties and charge EPM a proportion of the cost based on occupancy.
3. Once all the units are sold (or possibly almost all sold), there will be a final inspection of the estate and EPM will take on all the managerial duties. A C Lloyd will pay the service charge on any unoccupied units.
4. Once EPM have taken over the site, they will hold an AGM when accounts will be approved and the future management of the estate will be discussed by the shareholders (the residents). The options are to vote in EPM for another year, change to a different management company or self-manage.
5. EPM are going to start collecting the service charge from 01 December 2008.
6. With regard to insurance I can confirm all the buildings are covered. When an apartment is sold each resident of the apartment block paid the first year's payment (or part of year) upto 15 May 2009. The remaining buildings, ie all the unoccupied apartments are covered by A C Lloyd. Both policies are with Norwich Union. The owner of plot 14 and the future owner of plot 13 have their own policy, as they are freehold properties.

We, or EPM, will notify all the owners once the estate is passed over, however, in the meantime, please contact Karl McGuigan or Zoë Woodbridge at A C Lloyd's head office with any maintenance issues.

Yours sincerely
For A C Lloyd Developments Ltd

R A CLARK
Managing Director

Chairman

G.T. Nicholls FCIQB, FASI, FFB, MRSH

Managing Director

R.A. Clark BSc

Directors

M.R. Reading FCA, R. F. Burton BSc MCIQB,

G.J. Newton BSc, MCIQB, P.C. Beddoes BA (Hons)

Company Secretary

P. E. Mayman

Registered Office:

City Plaza, Temple Row, Birmingham B2 5AF.

Incorporated in England No. 5304023



Saxon court management

Dear Co Residents

July 24th 2009

Lloyds intend to hand over the management of our building to EPM (a management company) in the near future as most properties are now sold.

We can choose another company or take on board the management ourselves. The latter would save us money but there would have to be two or three directors to represent the residents and organize collection of charges, engaging contractors etc.

After discussing the above with one or two other residents I have taken the initiative to organize a first full residents meeting for October 16th in the morning. Alistair Clarke (MD of Lloyds) will be present of course as well as EPM .

The Three Graces (earlier Lloyds development) is managed by the residents. Walter Chinn, one of the directors, has agreed to explain to us how it works, plus relevant issues, if invited to the meeting.

I suggest that we invite Walter say at 10.00 am and Lloyds with EPM at 11.00 am. This would give us a chance to hear both view points before deciding which way to go.

Hopefully we can end the meeting by electing a committee and directors to manage the affairs of Saxon Court post Lloyds.

We can decide a suitable location for the meeting in due course assuming everybody agrees with this procedure.

Please let me have your thoughts, by return, either by email or in a note given to Alan or Margaret Millard at flat 5.

Michael Clarke . Flat 6. email. clarke.fr@gmail.com

Our Ref: JWM/clh/epm/SaxonGen

ALL LESSEES
SAXON COURT
GUYS CLIFFE AVENUE
LEAMINGTON SPA
CV32 6LY

Friday, 14 August 2009

Dear Sir or Madam,

Re: Saxon Court (Guys Cliffe) Management Co. Ltd

The Developers A. C Lloyd have now handed the management of the above development to us to commence with the day to day management of the estate. We are now awaiting the final costs from A C Lloyd for the management of the estate up to now and will then finalise service charge accounts up to this date. This will be offset against the invoices that were issued to all residents for the management of the estate minus our management fee. Some residents Standing Orders were not actioned by their respective banks and we will be deal with this once the full costs are known and issue respective credits / debits.

We will at the same time issue service charge invoices to include our management fee and issue revised Standing Order forms to you for completion.

In the mean time we would like to setup an initial meeting with residents to discuss the management of your estate and also to guide you through the legal process of you each being a shareholder in Saxon Court (Guys Cliffe) Management Co. Ltd. To this end we would be grateful if one of you would allow the use of your property for such a meeting. Please contact our offices should this be acceptable. If not we will arrange an external venue.

We are now finalising service contracts with contractors and schedules that we can advise the details of at our initial meeting.

We anticipate meeting with you all quarterly for the first year and will then reduce the frequency down to twice a year thereafter.

Our normal hours of business are:

Monday to Friday: - 9:00am – 1:00pm and 2:00pm – 5:00pm

Please note that if all our lines are busy you will automatically be put through to a voicemail service, which is accessed both during the day and out of hours.

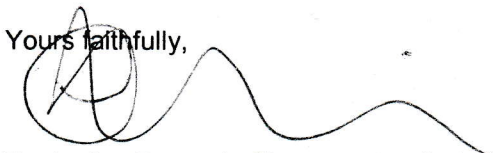
Alternatively, in the case of an emergency, we have a 24 hour paging service. Please dial 07623 950 531.

Finally, please find enclosed a Resident Information Form. We would be grateful if you could complete this with your contact details including emergency numbers, so that we may update our records.

Should you have any queries or wish to discuss any aspect of maintenance of the estate please do not hesitate to contact us.

We look forward to meeting you all.

Yours faithfully,



Exclusive Property Management Ltd.
enquiries@exclusivepm.co.uk



EPM Chambers
54a Poplar Road
Solihull
West Midlands
B91 3AB

Tel: 0121 711 3361
Fax: 0121 711 3348

Email:
enquiries@exclusivepm.co.uk

Emergency Pager:
07623 950 531

Registered in England
No: 03967955

Registered Office:
EPM Chambers,
54a Poplar Road,
Solihull,
West Midlands B91 3AB

Our Ref: JWM/Saxon/Gen
Your Ref:

ALL LESSEES
SAXON COURT
GUYS CLIFFE AVENUE
LEAMINGTON SPA
CV32 6LY

25 September, 2009

Dear Sir or Madam

Saxon Court, Guys Cliffe Avenue, Leamington Spa

We can advise that we are still awaiting final costs from the developers and these will be accounted for and accounts prepared as soon as they are received.

In the meantime we enclose your first service charge invoice for the period from 1st September 2009 to the end of the current financial year being 31st March 2010. An estimate of service charges is enclosed for your attention along with a revised Standing Order mandate for you to fill in and return to us to process. You will see that we have now included our management charges to the estimate.

We can confirm that contractors are now in place servicing the property as per the estimate and the details of the regular contractors are as follows.

Rosyclean are carrying out the internal communal cleaning of the property.

> S&D Windows will be carrying out a quarterly window clean to all external windows.

The Landscaping is being currently maintained by R G Davis contractors although we are currently tendering this contract to ensure price performance. This contract currently runs on a frequency of fortnightly visits March to October and monthly visits November to February.

If you have any queries please do not hesitate in contacting us on the above numbers.

Yours faithfully.

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enquiries@exclusivepm.co.uk



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Registered Office:
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54a Poplar Road,
Solihull,
West Midlands B91 3AB

If you cannot attend the meeting,
you should know about it!

Saxon Court Residents' Meeting

Dear Co-Residents,

October 2009

The above meeting is confirmed for 10 am Friday October 16th at the Tennis Club, Guys Cliffe Ave.

We have arranged an agenda to hopefully cover most aspects of the management of Saxon Court, thus helping us to decide on the appropriate way forward.

While we have certain legal responsibilities to fulfill, initially we need to decide between three clear options from March 2010 onwards.

- Remain with EPM
- Choose an alternative management company
- Decide to self-manage

In order to help us to understand what is involved, Walter Chinn has agreed to share with us his experience of managing the Three Graces (a previous Lloyds build).

James Moorman from EPM will clarify their current role and proposal for the future.

A member of Lloyds management will be present in case of any outstanding administrative issues although they have already handed over the management of Saxon Court to EPM. *Darren Arrows*

The following agenda is proposed:

- 10 am Walter Chinn to present his experience and answer questions
- 11 am James Moorman will clarify recently circulated accounts
- 11.30 am Residents discussion and agreement on next steps.
- 12.00 am Close meeting

NB We need to adhere strictly to management issues at this meeting.

P.T.O.

~~Some additional information~~

Some additional information

- In any case EPM will continue to manage our residence until March 2010 which concludes the financial year.
- Should we decide to self manage we will need to elect two or three directors from volunteering residents
- EPM have already generously agreed to help with handover and legalities should we decide to self manage
- We will need to organize a vote to take place before the year end. Each residence having one vote

May I apologize to those who cannot be present at this meeting. However no decision will be taken and minutes will be circulated.
(any offers of secretarial assistance would be gratefully received).

Please let either myself at number 6 or Alan Millard at number 5 know of any points you would like raised in your absence.

I hope this is helpful and that the meeting is not only informative but enables the majority of residents to get to know each other.

Finally I imagine that following this meeting we can arrange a six monthly schedule probably to take place during weekends to accommodate those with weekday commitments, work etc.

Michael Clarke

clarke.fr@gmail.com



Our Ref: MMD/slf/epm/SaxonCourt/Gen

Your Ref:

To all Lessees
Saxon Court
2 Guys Cliffe Avenue
Leamington Spa
CV32 6LY

10 November 2009

Dear Sir/Madam,

Re: Saxon Court, 2 Guys Cliffe Avenue, Leamington Spa, CV32 6LY

I am writing to inform all lessees that we have received quotations for the annual lift maintenance of the two passenger lifts at the property. Please see below my figures and vote for which contractor you would choose to maintain the lifts. Both quotations are for Silver Level maintenance contracts.

1st Year Maintenance Costs

Schindler Lifts

Annual Maintenance charge £1,350.00 + VAT per lift x2 = £2,700.00 + VAT (Both Lifts)
This price includes £500.00 EX VAT per lift repair allowance. However, any repairs which cost more than £500.00 EX VAT not included.

Cost of panel repair and oil leaking approximately £100.00 + VAT (This is included in £500.00 allowance)

Total first year maintenance cost: **£2,700.00 + VAT.**

Kone Ltd

Annual Maintenance charge £444.00 + VAT per lift x2 = £888.00 + VAT (Both Lifts)
The price does not include repair allowance on repairs.

Cost of panel repair and oil leaking approximately £100.00 + VAT

Cost of changing the emergency dialling control panel from a bespoke unit that only Schindler can operate to a generic panel which any lift maintenance company can program. £875.00 + VAT per lift x2 = £1,750.00 + VAT

Please note Kone Ltd have to complete the above work so that they can operate emergency call outs if someone was to get stuck in the lift.

Total first year maintenance cost: **£2,738.00 + VAT**

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Maintenance Costs for Years After (Both Lifts)

Schindler Lifts - £2,700 + VAT per year

Kone Ltd - £888.00 + VAT per year

Please be aware even with the £500 invoice cover for each lift KONE LTD will be cheaper.

Schindler Lifts: £1,350.00 minus £500 (repair allowance) = £850.00 + VAT per lift per year.

Kone Ltd: £444.00 + VAT per lift per year.

Please contact the office and register your vote by **Wednesday 18th November 2009** as we will proceed with the contractor who has received the majority vote.

Should you have any questions, please contact me direct.

Yours faithfully,

Mark M Dean
Exclusive Property Management Ltd.
mark@exclusivepm.co.uk

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Solihull,
West Midlands B91 3AB

Our Ref: JWM/EPM/Gen
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TO WHOM IT MAY CONCERN

Friday, March 18, 2011

Dear Sir / Madam,

0121 707 7727

OUT OF HOURS INCIDENT LINE

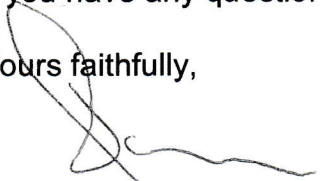
In order to improve our service we have now set up an out of hours incident line with our Insurance Loss Adjustors. This dedicated phone line is manned 24 hours a day 365 days a year and replaces the existing emergency pager service. The new service is effective immediately and will enable residents to speak to a representative on demand.

We have enclosed a plastic card with the details of the out of hours incident line for you to keep safe and refer to as and when required.

Please note that this line is for "out of hours emergencies" only. During normal working hours, please telephone our office number so that we can deal with any emergency or maintenance items. If any works carried out by contractors are not in communal areas and the liability rests with you as the lessee then these charges will be recharged to you via your service charge account.

If you have any questions please do not hesitate to contact us.

Yours faithfully,



JAMES W MOORMAN
Exclusive Property Management Limited

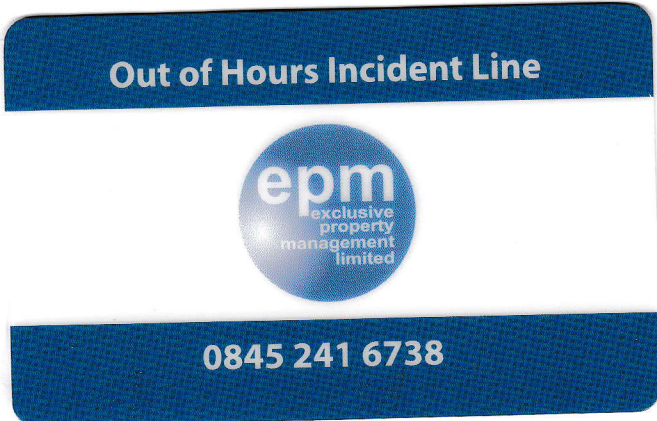


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