

SOLITAIRE UPDATE

Attention All Residents

A meeting was recently held between the APRA Chairman and Vice Chairman and Dominic Gearon (Divisional Property Manager Solitaire) and Richard Dendy (Property Manager Solitaire). This meeting was held to allow a full and open discussion to be had regarding the results of the recent ARPA EGM and the continued complaints regarding the lack of landscaping at Alexandra Park.

The following information provides you with a breakdown of the outcomes of this meeting.

1. A refund of the Landscaping fees would be made to Alexandra Park Residents

This refund would cover Landscaping work not undertaken during October 2009 to May 2010. This refund will take account of any additional work now necessary by Greenscape to "catch up"; but not of any additional work necessary as a result of the lack of work over the winter period. The refund is likely to take the form of a credit when final accounts are confirmed in October.

2. A refund of a suitable element of the Management Fee will be made to Alexandra Park Residents

This refund comes as a result of the limited level of management undertaken by Solitaire during the period October 2009 to May 2010.

3. A copy of the Audited Accounts will be provided to APRA

This is to allow APRA to fully scrutinise and comment on the account by the Alexandra Park Residents Association, as soon as they are available and in all future instances.

4. All future Charge Estimates will be provided to APRA

This is to allow APRA to fully scrutinise and comment on them before final invoices are sent to residents.

5. Solitaire agreed to investigate a graduated method of enforcing the Covenants

A suitable, acceptable, managed and graduated method of enforcing the Covenants (TP1's) will be submitted to the Alexandra Park Residents Association for comment. This is to allow for a more acceptable approach to be taken on enforcing the Covenants.

6. The current Landscaping Plan is to be reviewed

The current Landscaping Plan will be used as a baseline to which additional Landscaping tasks can be added if necessary. This review is to be undertaken in conjunction with, and input from the Alexandra Park Residents Association and is to be prepared in time for the next round of Sub-contract tenders to be issued.

7. Richard Dendy will act as the Alexandra Park Property Manager

Richard (or successor as necessary) will undertake the following tasks as part of his normal routine:

1. He will visit Alexandra Park bi-monthly - visits to be recorded in an agreed method (to be confirmed)
2. He will attend Alexandra Park Residents Association meetings as necessary but at least bi-annually.
3. He will monitor delivery and standard of all services to Alexandra Park.
4. He will assist with the identification of and take action on reports of breeches in Covenants.
5. He will liaise directly with the Alexandra Park Residents Association Committee Chairman and Vice Chairman on all matters affecting Alexandra Park as necessary.

8. APRA will play a part in the monitoring/reporting of Service Delivery standards

9. Solitaire will provide a transparent and agreed process, with an agreed level of costs for the Transfer of Ownership of homes on Alexandra Park

10. Solitaire will develop jointly with the Alexandra Park Residents Association a Service Level Promise Document (SLP)

This document will articulate the Service required, agreed level of Service Output and method of working. It will also articulate the agreed areas of responsibility for Solitaire, assigned sub-contractors and the Alexandra Park Residents Association.

11. Representatives from Solitaire (or Peverel as necessary) will attend a Residents Meeting as soon as practical to articulate the way forward

APRA continues to pressure Solitaire for an acceptable resolution to the current Landscaping issues and will provide updates to all residents as necessary.