

There is no more I can say regarding the buildings insurance requirements.

With regard to electricity each block of flats has a separate Landlord's meter for the common parts supply and this Landlord's meter is located in the respective meter cupboard for that block and should be clearly labeled.

We cannot make any refund in respect of expenditure already incurred.

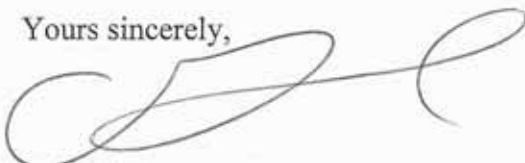
With regard to the water rates, we do not pay water rates on individual flats, but we do receive bills from Thames Water for a Landlord supply to at least two blocks in Sandpiper Close. This must mean there is an outside tap.

I note your comment regarding our management fees and I reiterate my explanation in the last letter.

You say that the cleaning is not being undertaken satisfactory. Please can you offer specific omissions or bad practice. Alternatively, concerned residents, ourselves and the contractor could meet on site.

I look forward to hearing from you should you wish to conduct a site meeting.

Yours sincerely,



Charles I. Turl
Regional Property Manager
For Countrywide Property Management .

Cc: Jenny Barden