

17th February 2005

Address

Dear

Mitre House, London SW3

**STATEMENT OF ESTIMATES IN RELATION TO PROPOSED WORKS
TO INSTALLATION OF COMMUNAL DIGITAL SATELLITE SERVICES
UNDER S38 OF PART 2 OF SCHEDULE 4 OF THE SERVICE
CHARGES (CONSULTATION REQUIREMENTS) (ENGLAND)
REGULATIONS 2003**

This Notice is given in pursuant of the Notice of Intention to carry out works issued on 10th November 2004. The consultation period in respect of the Notice of Intention has ended on 10th December 2004.

We have now obtained estimates in respect of the works to be carried out. We have selected three estimates from which to make the final choice of contractor.

The works comprise of the installation of communal digital satellite services, which are intended to be carried out in 2005.

The amounts specified in the selected estimates as the estimated cost of the proposed works are as follows:

Contractor	Tendered Figure
Community Vision	£2,339.00
Aerial Services London	£2,687.00
Entervision Intercom Ltd	£5,260.00

The above figures are exclusive of Contract Administrator fees (if applicable) and VAT at the prevailing rate.

Subject to observations received, it is our recommendation to appoint Community Vision to undertake this contract.

All the estimates obtained may be inspected at Phoenix House, 11 Wellesley Road, Croydon, CR0 2NW between the hours of 9am to 5pm Monday to Friday by prior appointment only.

These works have been foreseen and the costs will be met from existing Reserve Funds.

Observations must be made within the consultation period of 30 days from the date of this Notice. The consultation period will end on 18th March 2005.

We did not receive, within the consultation period, any written observations in relation to the Notice of Intention given on 10th November 2004.

Yours sincerely



Gavin Owen
Property Manager
Haywards Property Services
Direct Dial: 0870 703 9275

Duly authorised agent Rivers Edge Estates Limited

From: Gavin Owen
Sent: 18 October 2005 15:03
To: 'Samya Riad'; Graffiti Editions Limited
Subject: RE: Sky
 Hi Samya

Basically, as agents, if we are not going the purchase option route for the whole system (which in this case we are not due to the objection), we have no real input into your/the residents decision from here. We have already gained permission from the landlord to provide a communal system (as long as its within the limits of planning regulations), so which one of the 'free' options you decide to use is entirely up to yourselves. The only other thing we would want to ensure on behalf of the landlord is that there is no detrimental effect to the common parts with cabling into the flats etc..

The 'free' options (i.e. Spectrum and ABS) would not require any further input from ourselves, as the relationship (connection charges, maintenance fees) would be entirely with the lessees connected to that system. Remember, we cannot commit any service charge funds to systems that not everyone has connected to, or wants to pay towards. That is why the ABS option was suggested in the first place.

I think the only way forward is for you as a committee to contact the owner occupiers (you can do this through us if you wish - we would be happy to forward any correspondence) and gauge their interest in the available options - which to my mind, Spectrum and ABS, seem the most favourable.

Please let me know when you have made a decision or if you would like us to forward any correspondence on behalf of the committee.

Please call me on 0870 703 9275 if you would like to discuss further.

Regards
 Gavin

-----Original Message-----

From: Samya Riad [mailto:s.riad@britishlibrary.net]
Sent: 13 October 2005 21:52
To: Gavin Owen; Graffiti Editions Limited
Subject: Sky

Hello Gavin - as discussed, the following is a summary of my findings in relation to the satellite dish

1 Spectrum

I write this first because it is a very interesting option. I rang Sky and they put me through to Spectrum which is one of their agents. Sky is doing this pilot scheme, in association with Spectrum, in which the dish and the cable will be provided and connected, **free of charge**, to any flat that wishes to be connected, providing that at the time of installation, they will subscribe to Sky. This is exactly the system which is used in houses and Sky is trying it out in blocks of flats via Spectrum. The contact name and number there is Martin Jenkins and his direct number is 02086517308. Spectrum's number is 02086515030 and it is based in Sutton.

Martin sent me some details in the file attached. I looked for 'a catch' or hidden expenses but found none. Perhaps you will. The only unexplained cost is that of a second point, which is £50 with Community Vision and ABS, but £200 with Spectrum. Perhaps it is negotiable or applies to larger flats. We need to ask again. Also, Flat 1 will need to pay £60 for the removal of the previous dish and the connection to the communal one. Obviously there is no Hotbird with this option. Maintenance has not been decided yet. They will either set up a maintenance fee or it will be like dishes on houses, one year warranty, and call out charge of sixty something pounds subsequently. They will organise everything for us with Sky. They only need the names and telephone numbers of interested residents and they will contact them and organise individual requirement. They will install on a Saturday if there is a need.

2 Applied Broadcast System

I spoke to Graham Neale and son several times and they sent me a letter. Basically, they will charge £299 for each connection and £39 annual maintenance fee. So for me for example, Sky will cost me £299 and Hotbird will cost me £299 to install plus a £78 maintenance fee (39x2) annually. It is the same for Sky Plus although the connection fee for Sky Plus is slightly cheaper and even cheaper if done on the same day as Sky, but the maintenance fee is £78. The contract with ABS can be terminated at any time. They will disconnect the cables and re-connect in the future for a fee. The residents will have to call Sky and do their own subscriptions, but the viewing cards and boxes will be shipped to ABS who will bring them with them on the day of installation.

They are happy to install Hotbird but on a different dish. So there will be two dishes.

3 Heathrow Systems

This is the firm which installed Hotbird for Flat 6. They are prepared to install Sky and Hotbird on one dish, but it can only have 8 outlets because more outlets will lead to a bigger dish which will contravene planning permission. This is not a lot of outlets because Sky Plus needs its own outlet and Hotbird needs a third. (Spectrum will put a 24 outlet dish and as far as I understand, because it is Sky only, it is a small dish and within the limits of planning permission). Heathrow Systems will be able to upgrade the Flat 6 Hotbird dish to allow for more connections, providing Flat 6 agrees, as they are the owners of the dish. Any connection with Heathrow Systems will cost £80 to £100. They do not charge a maintenance fee but will be called out for a fee. The contact name is Romano on 07973502569.

4 Flat 5

I bumped into the Flat 5 tenant today who would like to subscribe to Sky if we go for the free option. She did not think her landlady would have any problems with this and I did not mention that she had refused previously, She may not refuse if connection is free. Flat 6 tenant however is going on holiday for one month on November 7. Although she offered to leave her keys with me, it would be preferable that she is around at the time of installation.

5 My position

Naturally, I prefer Spectrum, because it is the cheapest. I find the cost of ABS quite high. We would be paying too much for a service that people up and down the country are getting for free as Sky does not charge for installation or maintenance. I just find that ABS would be useful in large blocks of flats where residents do not know each other, but this is not the case in Mitre House and I am sure we can all reach a reasonable consensus without too much cost. As for Hotbird, I would be happy to get a connection from the Flat 6 dish and Heathrow Systems will do it for me.

6 What is needed now

I am sending a copy of this e-mail to Paul for his comments and I would like to know your comments. I hope that we agree on a provider as soon as possible. We will then need to decide how the rest of the residents will be informed and do so without delay. I am particularly interested in speed if we will go for the Spectrum offer because this may be a special offer from Sky for a limited period and we must grab this opportunity.

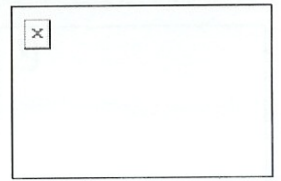
Please let me know of your thoughts and please contact Martin, Romano or Graham directly with any further questions, as I have written everything that I know. I am particularly interested in any problems that you foresee with Spectrum as this, clearly, is expected to be everybody's preferred option.

I await comments.

Regards,

Samya

Phoenix House, 11 Wellesley Road, Croydon, CR0 2NW
Tel: 0870 703 9400 Fax: 0870 703 9401
DX: 122993 Croydon 33
info@haywardsps.co.uk
www.haywardsps.co.uk



8th December 2004

Aerial Systems London
92 Vauxhall Walk
London
SE1

Our Ref: AG/651.Mitre

Dear Sirs,

RE: INSTALLATION OF COMMUNAL DIGITAL SATELLITE SERVICE AT MITRE HOUSE

Our client has advised us that the residents of Mitre House have requested a communal digital Satellite system installed at the building.

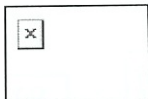
We have therefore been instructed to obtain a quotation for the works. We would kindly ask that you return to the site to provide another estimate to supply and install the following:

- A) Access to Digital Terrestrial Television (Freeview)
- B) Facilities for optional access to Digital Satellite Television (Sky Digital) and (Eutelsat Hotbird)
- C) Communal Terrestrial Television

Please contact me in advance of your intended date of arrival so that I can arrange for access to the premises and the roof area.

Yours faithfully,

Adrian Greaves
Assistant Property Manager
Haywards Property Service
Direct Dial: 0870 703 9840



Haywards Property Services Limited

Registered office: Phoenix House, 11 Wellesley Road, Croydon, CR0 2NW. Registered in England number 2540610. Vat no. 815365039
Member of the Erinaceous Group

Phoenix House, 11 Wellesley Road, Croydon, CR0 2NW.

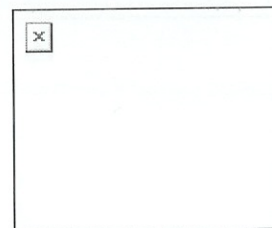
Tel 0870 703 9400 Fax 0870 703 9401

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17th February 2005



Address

Dear

Mitre House, London SW3

**STATEMENT OF ESTIMATES IN RELATION TO PROPOSED WORKS TO
INSTALLATION OF COMMUNAL DIGITAL SATELLITE SERVICES UNDER S38 OF
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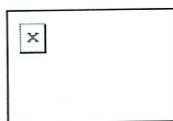
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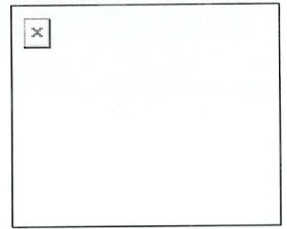
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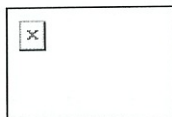
Gavin Owen

Property Manager

Haywards Property Services

Direct Dial: 0870 703 9275

Duly authorised agent Rivers Edge Estates Limited



Haywards Property Services Limited

Registered office: Phoenix House, 11 Wellesley Road, Croydon, CR0 2NW. Registered in England number 2540610. Vat no. 815365039

66 BEDFORD GARDENS
LONDON W8 7EH
TEL/FAX 020 7243 3515
MOBILE 07850 100 247

21 February 2005

Mr Gavin Owen
Hawards Property Services
Phoenix house, 11 Wellesley Rd,
Croydon CRO 2NW

Dear Mr Owen,

Re: Mitre House , 124 King's Rd, SW3

In reply to your letter of the 11th February I shall comment as follow

- Your 1st paragraph.

If your reply was adequate I would not have to request further explanations.

- Your 3rd paragraph.

" most instruction taken....." Why are you so vague, Can you be more specific , or is it difficult because in fact there is no instruction ? I have asked you the same question several times .Will you please be precise. -

- Your 4th paragraph

I have asked for details of your site visits, alone or with the Residents Association and expect a reply ,I do not think it 's a difficult task .No doubt you should be able to provide me with the details . If those meetings were conducted via emails ,could you please supply me with there copies.

Your email of the 26/01/05 you are saying that regular visits are made.
Again in your email of the 25/01/05 you seem to be on site regularly.

- Your 5th paragraph

Please supply details of how you propose to improve the cleaning at the above premise once your meeting has taken place

- Your 6th paragraph.

Why do you supply me with a draft schedule and not an up to date one?
According to it by the end of the week the work should be completed .Is it correct?

Please could you be kind enough to highlight the service for which you are retained.

Please forward copy of your instructions from the Residents Association to proceed with the internal decoration .

Please supply next to the name of each member of the Resident Association the flat number and indicate if the person is a leaseholder or a tenant .

With regarding to your letter of the 17th February in relation to the installation of the digital satellite , I would like to inform you that I have not received your Notice of the 10th of November 2004 and do not agree to such installation .

I do hope that this time you will provide me with the details requested.

Yours Sincerely

A handwritten signature in black ink that reads "Michele Sigg". The signature is written in a cursive style and is underlined with a long horizontal stroke.

Michele Sigg

Cc: Mr Ken Hackney
Mr D Salversen

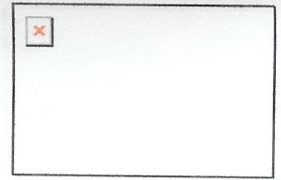
Phoenix House, 11 Wellesley Road, Croydon, CR0 2NW

Tel: 0870 703 9400 Fax: 0870 703 9401

DX: 122993 Croydon 33

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www.haywardsps.co.uk



M Sigg
66 Bedford Gardens
London
W8 7EH

28th February 2005

Dear Ms Sigg

Re: Mitre House, 124 Kings Road, SW3

I write in response to your letter of 21st February.

Regarding your comment on my 1st paragraph, I think we will just have to agree to disagree. I stand by my comments and their content.

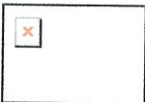
Regarding your comment on my 3rd paragraph, I must admit that I find your implication somewhat offensive. The reason I used the term "most instruction taken" is that I do not actually require formal instruction from the Residents Association or Landlord for each and every minor job that needs attending to in the building; for example, changing a light bulb.

Regarding your comment on my 4th paragraph, I feel that the contents of my letter of 11th February 2005 provided adequate detail. I am not required to provide lessees with details of site visits. Again, I confirm that regular site inspections are made.

Regarding your comment on my 6th paragraph, again, I think contents of my letter of 11th February 2005 provided adequate detail. The work will be completed by the end of this week, and the scaffolding will be down by Sunday 7th March 2005.

With regard to the services for which we are retained, a managing agent is appointed by the Landlord (in this instance, Rivers Edge Estates Ltd) to manage and maintain the building on behalf of the Landlord. This includes managing the service charge account, major works, and ensuring lessees take due notice of the terms of their Leases.

As advised in paragraph 4 of my letter dated 11th February 2005, the Residents Association **do not** have sufficient authority to instruct on such tasks as the internal decorations. Such instruction can



Haywards Property Services Limited

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Member of the Erinaceous Group

only be provided by the Landlord, although the Residents Association are informed of progress at all times.

With regard to your request for specific details of members of the Residents Association, I am not at liberty to provide this information. At the approval of the Chairman, I did, in my letter of 11th February 2005, provide the names of the members; however, I am unable to provide you with any further information.

I have, on a number of occasions and at the request of the Chairman, asked that you contact the Residents Association directly. I have also provided contact details for the Association. Further information can be obtained by visiting the following website www.rbkc.gov.uk/residents. If you want to obtain the information you request, please contact the Residents Association directly, who will be pleased to assist.

At the request of the Chairman, I have been asked to advise you that the Residents Association are unable to contact you to discuss your concerns, as you left strict instructions that no contact details of yours were to be made available to tenants at Mitre House.

Finally, your objection to the proposed installation of the digital satellite has been noted. However, I note that no reasons for the objection were given. I enclose a further copy of the Notice of Intention dated 10th November 2004 for your consideration.

Again, I urge you to make contact with the chairman of the Residents Association, as all other lessees are keen to move forward with the installation of the digital satellite.

Yours sincerely

Gavin Owen
Property Manager
Haywards Property Services

Cc: Mr K Hackney
Mr D Salvesen

66 BEDFORD GARDENS
LONDON W8 7EH
TEL/FAX 020 7243 3515
MOBILE 07850 100 247

10 March 2005

Mr Gavin Owen
Haywards Property
Phoenix House
11 Wellesley Rd,
Croydon CRO 2NW

Dear Mr Owen,

RE: Mitre House ,124 Kings Rd.

Your letter of the 28th of February avoid the main issue. The only reason I am requesting you site visits schedule is because of the poor state of Mitre house. If you do not want to provide me with your site visits , I can only assume that there were none .

Can you clarify how you keep "the Residents Association informed of progress at all times" ?

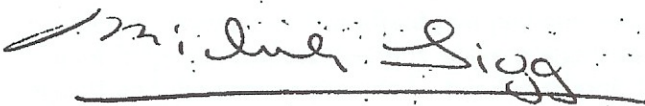
I confirm that I do not agree to the installation of the digital satellite and I do not need to give you any reason. If the project goes ahead make sure that you keep a separate account ,and you exclude me from it's installation cost and any liability maintenance over the years to come.

As far as your 9th paragraph is concerned I completely fail to understand what you are talking about .

I have said it before, but if the standard of the building does not improved you will give me no option but to go to the Leasehold Valuation Tribunal to appeal for a fair service charge .

Please advice of your new plan for the cleaning of the building .

Yours Sincerely



Michele Sigg

Cc Mr K Hackney
Mr D Salvesen

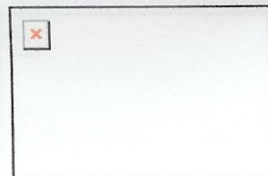
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M. Sigg
66 Bedford Gardens
London
W8 7EH

23rd March 2005

Dear Ms Sigg

Re: Mitre House, 124 Kings Road SW3

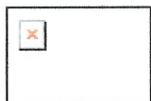
I write further to your letter of 10th March 2005. I have just returned from annual leave, so please accept my apology for the delay in responding.

Again, I must object to your comment regarding site visits. I simply cannot understand why you continue to make such implications in your continuing correspondence. Notwithstanding, for your information, I was last on-site with the Chairman of the Residents Association on 2nd March 2005.

If you would only make the effort to contact the Residents Association as both the Chairman and myself have requested on several occasions, I really do feel your issues can be dealt with more efficiently than by continuing writing letters to me. It is obvious that you are not satisfied with my responses and I feel we are now simply going round in circles with this. For the record, I believe I have been more than helpful in responding to your queries in a timely and efficient manner.

The Residents Association is kept informed of events by various methods of communication. Furthermore, the Residents Association is an active one, and they are continually aware of issues with the building. As you are the only lessee who is not willing to make any contact with the Residents Association, I'm afraid that perhaps you feel you are not up to date with the issues. I cannot help but suspect that this plays a significant part in your continuing negativity toward myself and the service provided. For the record, I have received only positive comments from other lessees in the building.

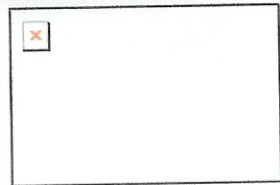
Again, I urge you to contact the Chairman of the Residents Association in order that you can become actively involved with the Association, and therefore have a more active involvement in the current on-site issues.



Haywards Property Services Limited

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Member of the Erinaceous Group



Again, I note your objection regarding the proposed installation of the digital satellite services.

As mentioned in previous correspondence, the new plan for the cleaning of the building is scheduled to be discussed between the Chairman and myself shortly. At present, we anticipate that this will involve increasing the frequency of cleans. Obviously, this will have some implications to the level of service charge for this item.

I trust this will now conclude matters, and hope that you will take the necessary steps to become actively involved in the running of the building by contacting the Residents Association on the details I have provided.

Yours sincerely

Gavin Owen
Property Manager
Haywards Property Services

Cc: Mr Ken Hackney
Mr D Salvesen