

# CAMBRIDGE PROPERTY SERVICES

Phoenix House 84 - 88 Church Road London SE19 2EZ  
Tel: 020 8653 2101 Fax: 020 8768 1610 DX: 34159 Norwood North

24 October 2001

SCANNED DOCUMENT  
Ref.: CHRA0574

Mr A J French  
24 Century House  
245 Streatham High Road  
London  
SW16 6ER

Our Ref: RB/308.00

Dear Mr French

## **Re: Century House, Streatham High Road, London, SW16**

It has been some time since we corresponded with all flat owners at Century House. Following the publicity that surrounded the erection of the Dolphin telephone mast, relations had completely broken down with the Residents' Association. We therefore employed an independent consultant to approach all flat owners to try to determine what the issues of most concern were to flat owners. It was clear from this exercise that the main concern is the major works and not the telephone mast. Please note that in an effort to calm concerns and create an atmosphere in which resolution generally could be achieved, Dolphin were instructed not to activate the telephone mast. This remains the case. We feel that the issue of the telephone mast has unfortunately been allowed to colour the issue of the essential major works.

We have made strenuous efforts to reach agreement with representatives of the Residents' Association to allow the major works to proceed. Obviously the major works are dependant on funds being received to enable the building contractors to be paid. Concessions were offered to flat owners to facilitate the process. A number of flat owners have paid in full or in part. Others have not, and have wished to continue to look at past disputes with previous managing agents over which we obviously had no control.

Please find enclosed the service charge bill for the normal recurring charges for cleaning, lift repairs, rubbish removal and other normal recurring expenses. The previously estimated costs of major works and surveyors fees are reflected in the opening balance, if these sums have not been paid by you. Please also find enclosed copies of Accountant's Certificates showing the last three years' expenditure.

Obviously there is a need to progress the works required to Century House. We are currently obtaining revised quotations for the major works required to Century House and will be circulating them to all lessees when available. We will consult individually or as a group when the revised quotes are received, but we must move forward on this. We aim to commence works in Spring 2002. In fairness to those who have paid or who have expressed a willingness to pay it is our intention now to deal with those who will not pay, and if necessary to pursue legal remedies.

Some lessees have paid their proportion for the major works in full. This is noted on the demands enclosed, and will be reflected on the bills to be issued for the revised major works.

Many flat owners will have queries or comments. Please contact me in the first instance and I will do my best to answer. We are happy to attend meetings, either with individuals or groups to try and progress matters. We will continue to consult formally with the Residents' Association, but will place greater emphasis on individual consultation with all flat owners.

I would also like to take this opportunity to bring to your attention the fact that there is a continuing problem with the tenanted flats that dump rubbish and furniture in the common areas when they move and the tenancy changes hands. We would therefore ask all non-resident flat owners to ensure the name of their tenant and the date of commencement and termination of any tenancy is registered with us so that we can address this issue.

We have been informed that large items can be removed free of charge by Lambeth Council's "Street Scene (020 7926 9000). Alternatively, the nearest recycling and bulky refuse depot is in Vale Street, off Rommany Road in West Norwood, SE27.

Yours faithfully

Rachel Bent  
Trainee Property Manager  
CAMBRIDGE PROPERTY SERVICES

Enc