

SCANNED DOCUMENT
Ref.: CHRA0625

15th July 2002

Our Ref:RB/308.00

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

Dear Mr French

You will recently have received a letter from Longmint, the freehold owners of Century House, explaining that Haywards Fineman Lever Ltd has become the new managing agent of Century House.

You may recall that last year the previous agent (Cambridge Property Services) commissioned an independent survey into the views and opinions of residents and leaseholders at Century House. Their purpose was to see if this might help chart a way forward with respect to the various problems associated with the management of Century House. They were particularly concerned to see if they could find a way of proceeding with important and necessary internal and external repair works. We are today sending you a copy of the independent consultants review (copy enclosed).

It is fair to say that the report contains observations and criticisms of all parties. The overriding theme of the report is that communication between tenants/leaseholders and the freeholder needs to be improved. The report says, "Many respondents want more information from both the freeholder and the Residents' Association. They would like to see an improvement in the communications activities of both organisations." The report also says that despite certain negatives, "there is a strong sense of a willingness to put historic issues to one side in the cause of reaching an overall settlement."

As the new agents we endorse this view and in a spirit of communicative co-operation we are writing to you today - and circulating the independent consultants report - in a genuine attempt to "turn over a new leaf" and to resolve the outstanding issues concerning Century House.



**HAYWARDS
FINEMAN LEVER**
Chartered Surveyors

- *Property Portfolio Management*
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- *Company Administration*
- *Insurance Services*

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**Office Opening Hours:
Monday to Friday
9.00AM - 5.30PM**

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London SE19 2EZ
Registered No. 2540610 in England



To this end we have now asked the consultants who compiled the report to collect and analyse any views or comments that you may have on this report and their letter is enclosed herewith.

We would stress, once again, that we are committed to resolving the outstanding matters at Century House in a spirit of co-operation and reconciliation and we invite you to join us in this endeavour. We look forward to hearing your response.

Yours sincerely,

Rachel Bent
Property Manager
Hayward Fineman Lever

Enc.



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