

Gordon Banks MP
Constituency Office
49-51 High Street
Alloa
FK10 1JF

09 January 2009

Dear Mr Banks

Thank you for your letter dated 07 January.

I am obviously disappointed that you have been approached by some of your constituents on our development at Delph Wynd, Tullibody. This is particularly so when we are unaware of any such concerns. You mention only one specific item in your letter (a three piece suite) so in order for me to deal with your request, I would be grateful if you could be more specific, e.g. provide examples of the alleged “inadequate levels of service”; “unhappy with your company’s performance over a number of years”; “lack of maintenance”; or even resident’s contact details to enable me to investigate further.

From our records, I can advise you that we received only seven enquiries from customers in the whole of last year from this development. Three were about the areas we maintain; two concerned payment issues; one was a change of owner; and one was a complaint about receiving a debt recovery letter. We have not had any request to meet with residents, and given the level of enquiries this does not seem to bear out the concerns expressed to you. That is also disappointing as I would have expected any customer to approach the service provider in the first instance, to allow any perceived issue to be addressed. The development has 94 households of which 83 have made or committed to full payment to Feb 2009. The balance will naturally be asked by our debt managers to make their payment towards the programme of maintenance for the year to keep all residents equal and fairly treated. This is surely a good solution.

Your comments about “your company seldom visits the development” is simply nonsense as our records show every routine visit made by our contractor since 2004 - a total up to October last year of 99 such visits. In addition, there have been visits by the contractor’s supervisors and also by my own staff. By coincidence, one of my staff walked the entire development on Wednesday (7th) and reported no sign of any 3 piece suite being on any part of it. Again, if you could be more specific, I will investigate further.

I am naturally concerned that any of my customers are unhappy with us, and would be willing to set up a meeting if you think that would be appropriate.

For your information, our current annual management charge is £65.08 +vat. (You will be aware that our average AMC throughout the UK is about £100). I am not aware of any potential Court action, so again if you could provide further details I will certainly research this further.

You have also requested confirmation about the copy you provided of our own plan of the development. I can confirm that the areas coloured green (and outlined by you in red) have been in our ownership since 2007. As a large part of this area is young woodland, I enclose a copy of our information leaflet on this.

I look forward to hearing from you in due course.

Yours sincerely

Alex Middleton
Managing Director