ADMIRAL HOUSE PROGRESS SINCE LAST AGM

It has been an exceptionally busy year for Admiral House and the directors of Newport Road Maintenance Limited (NRML).

After six years, the contract of the former managing agent at the block, Living City, was terminated.

In January of this year a new managing agent began work.

The agent is now the Cardiff-based property company Western Permanent Property (WPP) who look after a number of blocks in the city.

The change was enacted after issues were raised by residents about the level of service charge.

WPP were selected following a rigorous selection procedure according to legal rules and guidelines of the Association of Residential Management Agents (ARMA).

The same staff have continued to work at Admiral House and a consistently high standard of service has been maintained.

The change to WPP has resulted in high-quality standards for residents, and better value for money for leaseholders.

Two companies have now been created which mirrors practice elsewhere in the UK.

Admiral House staff are directly employed by a separate company from WPP.

This ensures service charge bills are controlled and staff-continuity, which residents have emphasised is important.

Service charge levies are vital to maintain services at Admiral House.

Regular inspections are held at the block and WPP attend monthly directors' meetings to provide information and updates.

Other key issues for Admiral House include:

* The car park is now in full working order.

The car park lifts have been replaced using the highest-quality machinery after many years of inactivity.

This has resulted in greater ease for residents and less work for staff who had to "juggle" car park spaces on the ground floor when they became available over a number of years.

A security camera system is to be installed ensuring that any damage to the car park lifts will be recorded and responsibility allocated.

The car park was pressure-washed before the lifts were reinstated

Visitors parking spaces are now to be booked through the concierge.

* Lighting has been repaired and is now fully functioning in the front of the building after several years out of action.

* Lighting has also been repaired in the upper car park.

* A full cost-review is being undertaken to resolve all debts at Admiral House.

* Repairs to the roof on the extension have been undertaken, a long-term roof leak has been addressed, and re-decoration will take place.

* Non-functioning air-vents have been repaired.

* Repair and maintenance issues to the water pump have been addressed.

* A maintenance assessment has been commissioned with scheduled actions to maintain and improve the building constantly.

* Investigations are underway to simplify the articles of association.

* A register of directors' interests has been compiled, along with a code of conduct.

* Monthly management review meetings are conducted examining costs on a line-by-line basis.

* A formal process for vetting potential directors has been instituted before they are voted on to the board at the Annual General Meeting (AGM).

* A bicycle amnesty is to be formalised to remove machines which have been abandoned.

Directors have acted solely on behalf of residents and leaseholders in reducing costs and maintaining the highest possible standard of service to underpin the value of apartments at Admiral House.

The aim has been to promote Admiral House as the premier residential apartment block in Cardiff.

Directors