



Sent via *E-mail*

17th February 2026

Dear Residents,

**RE: SHAFTSBURY MANAGEMENT COMPANY LIMITED (“the Company”)
 The Pad, 45 Holloway Road, London, N7 8JW (“the Property”)
 Security Issues**

I am writing to address the recent security concerns at the Property. We are in the process of liaising with the cladding contractors and other external contractors to help resolve the issues.

The following areas are being progressed:

1 Courtyard Scaffolding

Millane Ltd will erect a hoarding around the staircase of the scaffolding situated in the internal courtyard which will be fitted with either a coded keypad or locked door. It will be open in the day to enable works but locked when the site is closed. This work will take place as soon as possible over the next two weeks.

2. CCTV

The CCTV is currently offline due to ongoing maintenance issues, however, NACD contractors will be on site on Thursday 19th February to reconnect the system.

3. Inner Courtyard Door

This door was previously disabled due to ongoing issues with residents being locked inside the courtyard. I am in the process of discussing options to reinstate this door with the contractor and the board.

4. Door to Block 4

This door is currently not locked, again this has been reported to NACD, and they will be on site asap to secure the door. Please ensure you are not pressing the break glass in error when exiting the block as this compromise’s security. If the door is not locked, report it to the concierge or to the managing agent immediately.

I will continue to liaise closely with the board of directors and the external contractors involved in the repairs and will keep you updated.

Please can I ask all residents to be extra vigilant regarding the security of the Property. Please do not allow unauthorised people to tailgate into the building behind you.



LONDON BLOCK MANAGEMENT

- **Do Not Hold Doors:** While it feels polite, do not hold secure doors open for someone walking behind you.
- **One Pass, One Person:** Ensure only you enter with your key fob. If others are with you, they should use their own fob.
- **Check Behind You:** Always look behind you when passing through a secure door to ensure no one is following you in.
- **Verify Visitors:** If someone tries to follow you, politely ask if they have their own key or, if you are not comfortable, proceed through and let the door lock behind you.
- **Suspicious Activity:** Report anyone acting suspiciously, lurking, or trying to slip in behind people to the management or concierge.
- **Keep Access Credentials Ready:** Have your fob key in your hand as you approach the door to avoid delayed entry.
- **Intercom Access:** Only allow people into the building that you know. If you are expecting a parcel or delivery, try to go down to collect it from the main entrance if you can.

If you notice any issues which cause a threat to either the Property or to your security, please do not hesitate to contact the police and they will assist. Issues can also be reported to the Metropolitan Police on the following link:

<https://www.met.police.uk/contact/af/contact-us-beta/contact-us/report-crime-incident-suspicion/>

If your property is rented, please pass this information on to your tenants.

Should you have any queries, please contact our office using the details below or by e-mail to info@blockmanagement.com.

Kind regards,

Sue Ripp

Executive Assistant

(for and on behalf of Shaftsbury Management Company Limited)