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Date 27<sup>th</sup> February

Dear Occupier

**RE: The Pad 45 Holloway Road, London N7 8JW Insulation Render Replacement.**

Our aim is to achieve excellent customer satisfaction and to provide the best possible experience for residents during these remedial works. We at Millane's understand the importance of internal and external information flow and will endeavor to inform you of impending works and any amendments to the schedule.

**Outline of timelines for this project: Update:**

**During removal some of the existing insulation has blown on to resident balconies. Operatives will step on to balconies to remove any debris.**

Please be aware of trades people onsite at window height, to ensure residents' privacy.

Noise during work: There will be consistent noise during the removal of the façade, we do not expect this to be as noisy as the scaffold erection works.

Thanking you in advance for your time and cooperation, we look forward to working alongside you during this project.

**Samantha Williams**  
Resident Liaison Officer

