



LONDON BLOCK MANAGEMENT

IMPORTANT – Please Read
Sent via E-mail

24th September 2026

Dear Leaseholder,

RE: SHAFTSBURY MANAGEMENT COMPANY LIMITED (“the Company”)
The Pad, 45 Holloway Road, London, N7 8JW (“the Property”)
Important Update: Building Airtightness, Ventilation Assessment, and Usage Guide

As our Major Works cladding replacement project nears completion, we are writing to update you on a proactive study we recently commissioned regarding building ventilation and to share important guidance on maintaining healthy air quality in your apartment.

Why we commissioned the survey

The installation of our new, external insulation and cladding system significantly improves the building’s thermal efficiency and airtightness.

As a precautionary measure, the Board commissioned an independent technical review by building services engineers at Ingleton Wood to evaluate whether our existing mechanical ventilation systems would remain suitable once the new cladding was complete.

Key conclusions

We are pleased to share the engineers’ core findings:

- **System adequacy:** The report confirms that our existing Mechanical Ventilation with Heat Recovery (MVHR) systems remain fully capable of providing adequate background ventilation for the individual apartments following the cladding works.
- **No mandatory work required:** There is no requirement for a building-wide replacement programme or compulsory work as a direct result of the cladding project.
- **Increased reliance on mechanical ventilation:** Because the building is now more airtight, apartments rely more heavily on continuous mechanical ventilation to extract moisture and maintain fresh air flow.

Critical operating rules for all residents

The survey revealed that some residents may inadvertently be turning their ventilation systems off. To prevent moisture build-up, condensation, or mould, please observe the following key operating rules:

- **Keep the "cooker hood" wall switch ON:** In most apartments at The Pad, the MVHR system is powered via the kitchen switch marked “Cooker Hood”. This switch controls background ventilation for your entire flat and must stay turned ON continuously. Turning it off stops fresh air circulation throughout your home.



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- **Boost during high humidity:** When cooking, showering, or drying clothes indoors, open the cooker hood visor to switch the MVHR unit into "boost" mode to rapidly extract excess moisture.
- **Filter maintenance:** MVHR filters should be inspected and cleaned (by vacuuming or gentle washing) every 3 to 6 months to maintain efficiency and airflow.

Enclosed with this letter is a practical Ventilation Usage Guide & Primer, which illustrates how your system works, where filters are located, and how to operate it correctly.

Options for upgrading your individual system

The original MVHR units installed when The Pad was built are now approximately 20 years old and nearing the end of their typical operational lifespan.

While your existing system remains functional if properly maintained, individual leaseholders may wish to consider upgrading their private MVHR unit.

Modern replacement units (such as the Vent-Axia Lo-Carbon series already installed, we understand, in some other apartments) offer:

- Significantly higher energy efficiency and lower running costs.
- Quieter operation and automatic humidity-sensing boost functions.
- Modern, easily accessible filter trays that do not require removing screwed access panels.

Because MVHR units inside apartments are part of individual demised properties, any replacement is the responsibility of the individual leaseholder. However, the survey confirmed that existing ductwork within ceiling voids can generally be retained and reused, making individual unit upgrades straightforward. (There is more background information on the ventilation units on the website at <https://45hollowayroad.co.uk/usefulinfo/>. The page will be updated with any details shared with us from leaseholders who upgrade their systems.)

If you rent out your flat, please ensure that this correspondence is passed on to your tenants.

If you have any queries regarding this letter, please do not hesitate to contact us at info@blockmanagement.com.

Yours sincerely,

Sue Ripp

Executive Assistant

(For and on behalf of Shaftsbury Management Company Limited)