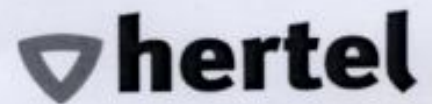


SOLUTIONS



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The Occupier

Goldthorpe1-32

Your Ref:

Our Ref: PT78693/DC

Date 27-09-11

PLANNED WORKS

Dear Sir/Madam

Hertel have been instructed by The Apollo Group working on behalf of London Borough of Camden to carry out the Upgrading/Replacement works to the communal cold-water storage cistern (s) supplying your property. We propose to carry out this work Wednesday 28th September 2011. These works are part of planned periodic maintenance of the water tanks.

We will not require access into your property to complete these works.

To enable us to carry out this work, it will be necessary to turn off your water supply between 9:00-4:30pm. The only exception being the cold water mains that feeds your kitchen.

If you have central heating, this can be used as normal and will not be affected by this work.

We suggest that you fill your bath with water, which will enable you to manually flush the toilet during the disruption. On completion of the works, service will resume as normal; there is no need to run your taps for a while before using the water again.

For your security all our employees will be carrying their Hertel Services identification.

We would like to take this opportunity of thanking you for your co-operation in this matter and we look to keep the disruption to a minimum, however, should you require any further clarification, or have any doubt to the legitimacy of this letter, please do not hesitate to contact us on the above numbers.

Yours Sincerely,

Paul C Taylor

Account Manager