



Oakray Ltd. Glasgow Stud, Burnt Farm Ride, Enfield EN2 9DY

Dear Resident of Townsend Mews,

As part of SNG's ongoing commitment to ensuring the safety of all residents, we are pleased to inform you that we will be installing heat detectors in each room of your flat, except for the bathroom. This is in line with current safety regulations and will enhance fire safety for you and your neighbours.

These devices are wireless and will connect to the transmitters in the communal flat lobbies.

To carry out this essential work, we will require access to your flat on one of the following dates:

Tuesday 4th of February between the hours of 9:00 AM – 4:00 PM

Wednesday 5th of February between the hours of 9:00 AM – 4:00 PM

Thursday 6th of February between the hours of 9:00 AM – 4:00 PM

Friday 7th of February between the hours of 9:00 AM – 4:00 PM

The installation process is expected to take approximately **15 minutes per flat**.

We kindly ask that you contact our Resident Liaison Officer, David Donovan, on **07970 125477** or via email at David.donovan@oakrays.co.uk **to book your appointment**. However, please note that our team will also be door-knocking on the scheduled days. If you are able to accommodate an on-the-day visit, it would be greatly appreciated, as this will help make the process smoother for all residents.

Please ensure that a responsible adult is present to grant access during this time. If you are unable to accommodate the scheduled visit, we kindly ask that you contact us as soon as possible to arrange an alternative date.

Our team will take every precaution to minimise disruption and will treat your home with the utmost care and respect. All staff members will carry official identification, which you are welcome to verify upon arrival.

We appreciate your cooperation in helping us complete this important safety upgrade. Should you have any questions or require assistance, please do not hesitate to contact the Sovereign Network Homes Building Safety Team on 07919 211248.

Thank you for your attention to this matter, and we appreciate your support.

Yours sincerely

Matt Priest – Fire Delivery Contract Manager (Oakray)