

Date
13th December 2024

The Resident
Flat 1
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

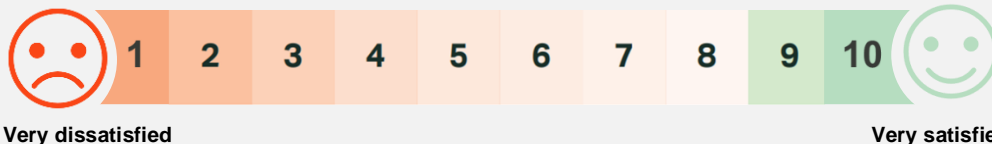
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 2
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

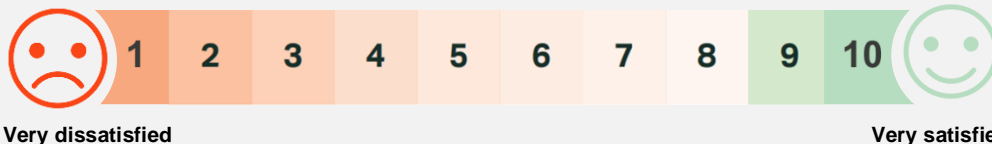
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 3
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

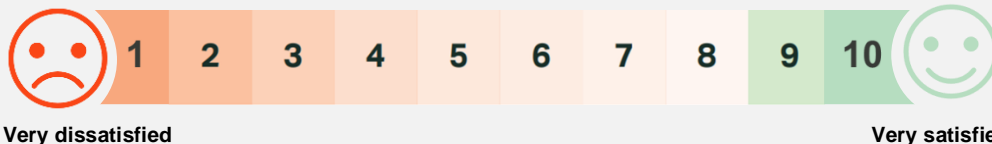
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 4
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 5
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

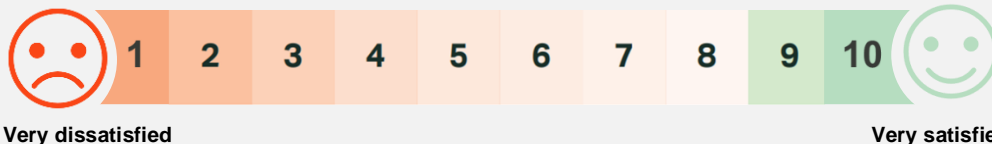
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 6
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 7
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 8
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

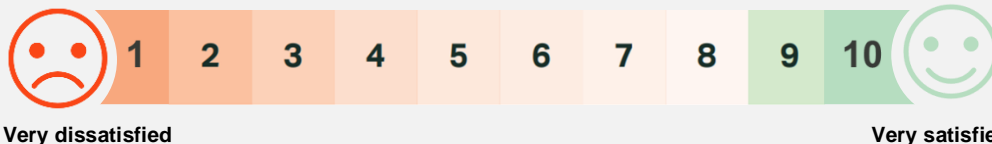
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 9
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

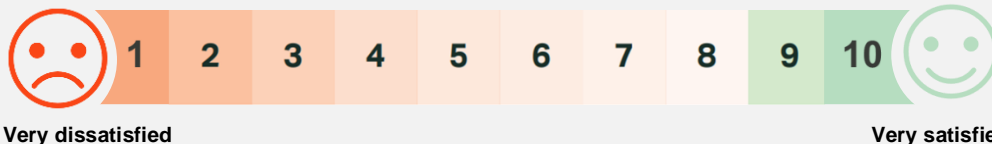
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 10
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 11
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 12
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

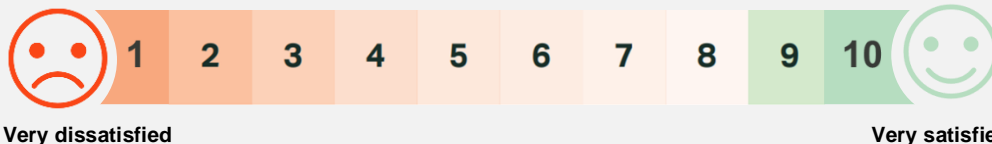
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 13
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 14
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

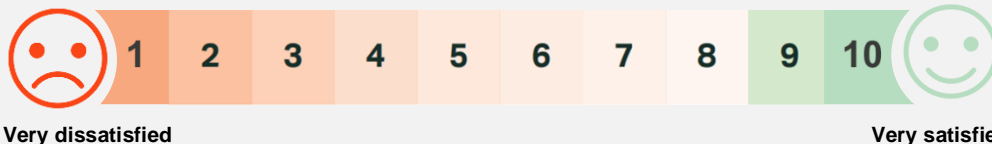
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 15
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

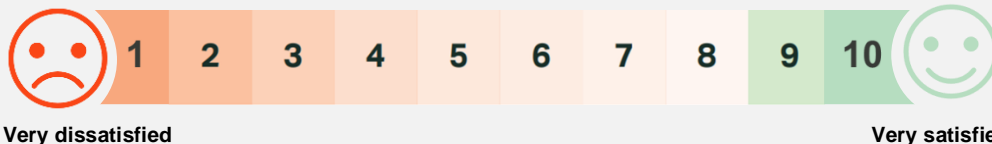
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 16
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 17
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

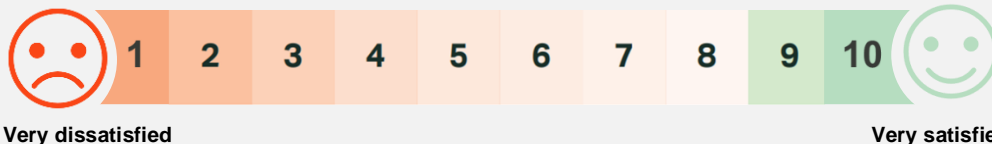
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 18
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

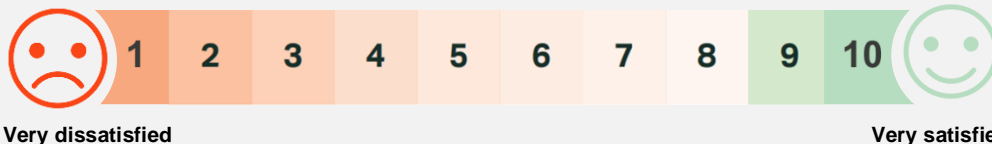
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 19
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 20
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

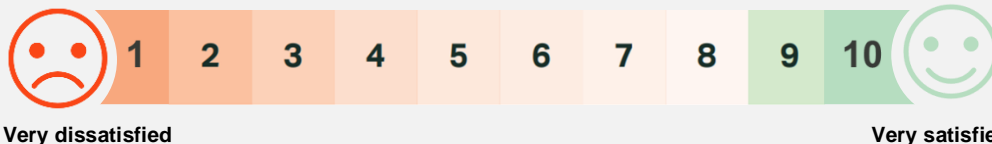
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 21
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

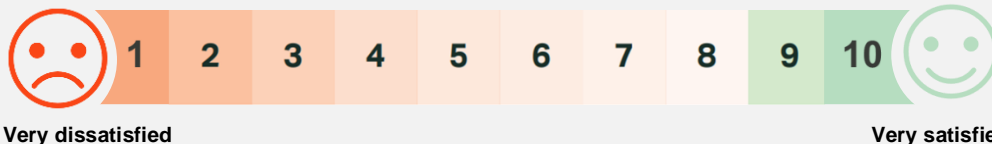
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 22
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 23
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

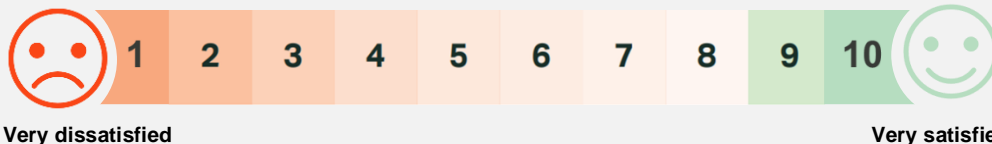
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 24
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

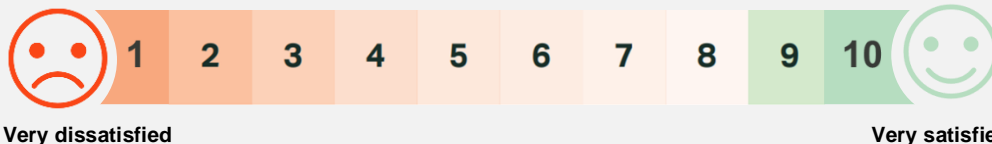
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 25
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 26
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

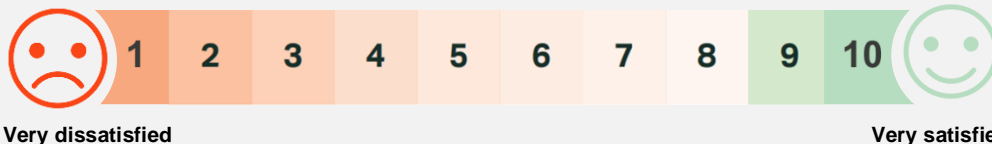
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 27
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

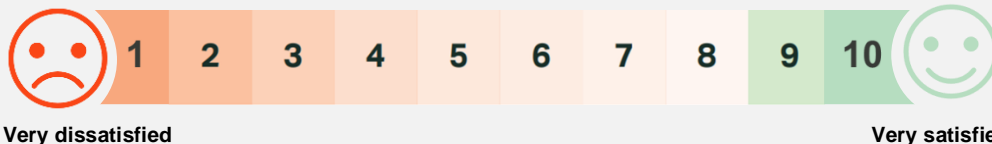
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 28
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

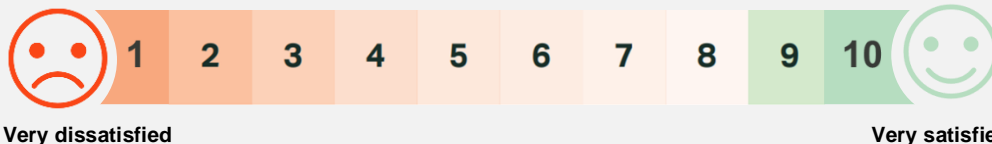
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 29
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

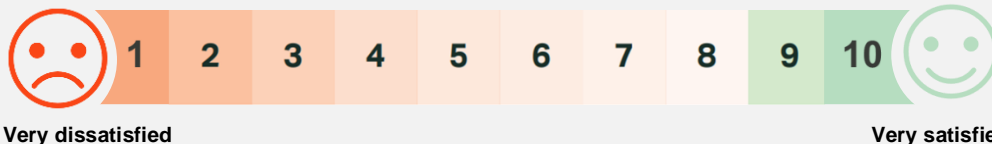
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 30
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 31
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 32
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

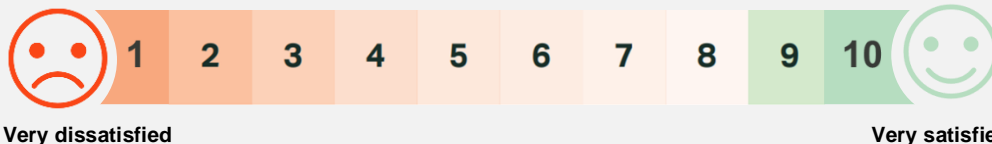
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 33
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

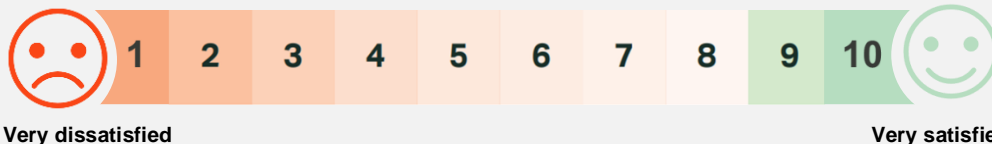
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 34
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

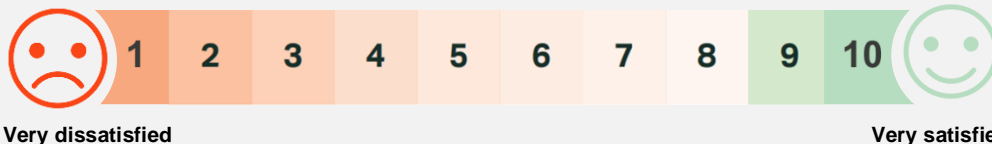
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 35
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

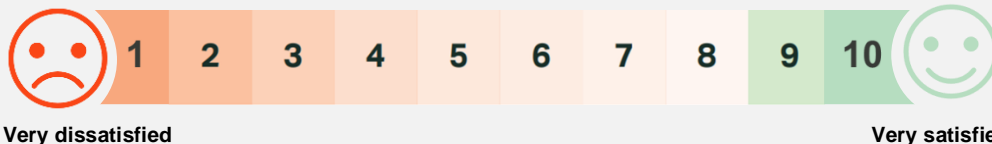
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 36
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

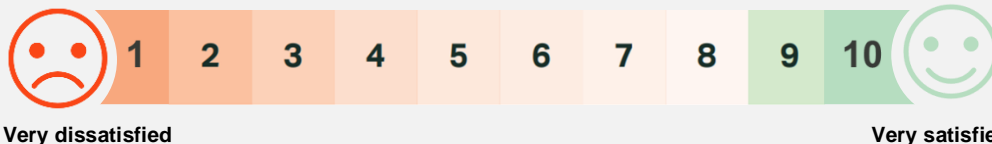
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 37
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 38
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 39
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

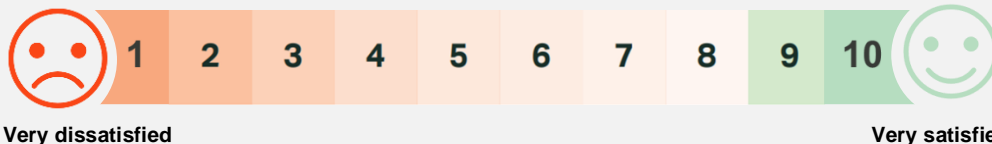
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 40
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

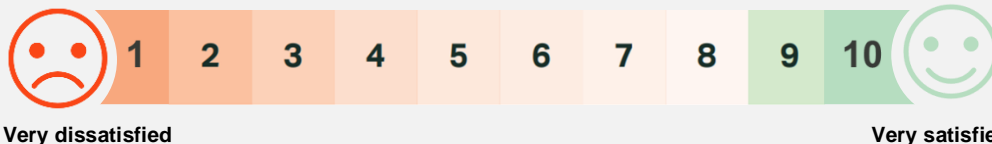
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 41
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

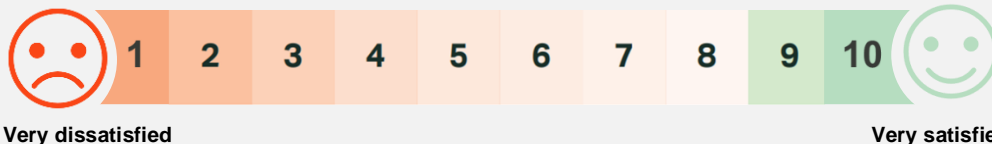
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 42
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

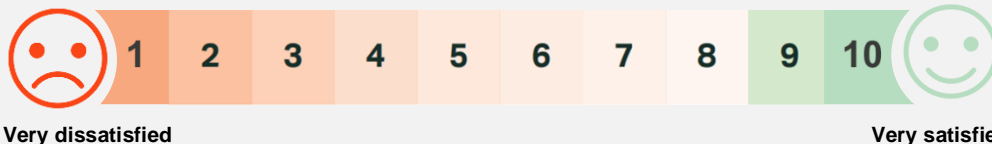
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 43
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

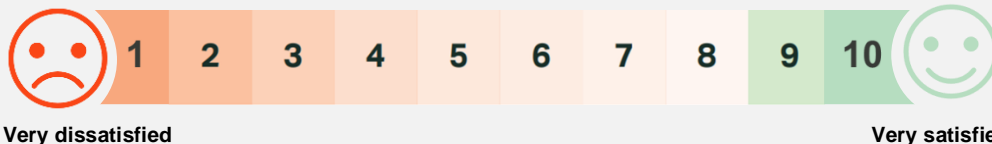
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 44
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 45
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

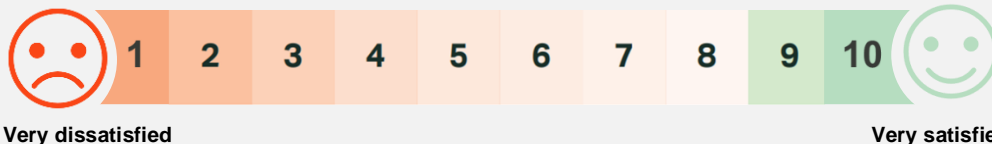
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 46
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 47
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 48
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 49
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 50
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 51
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

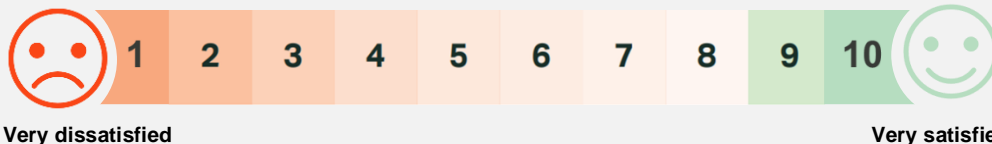
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 52
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

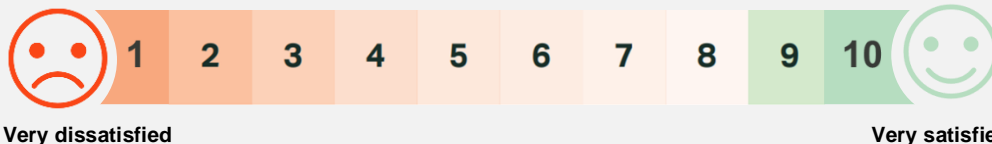
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 53
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

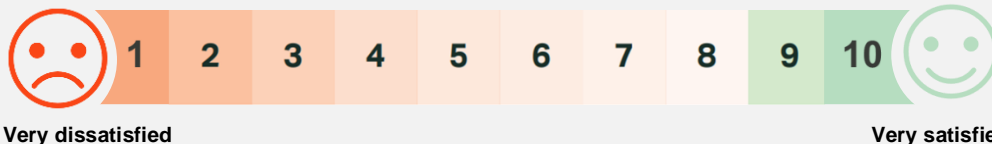
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 54
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

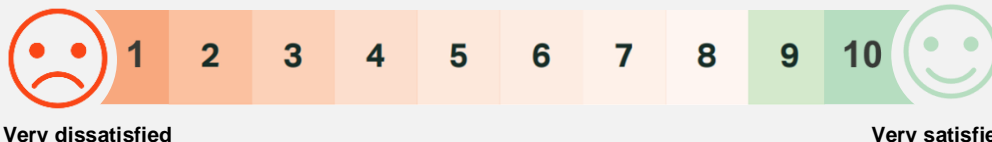
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 55
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 56
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

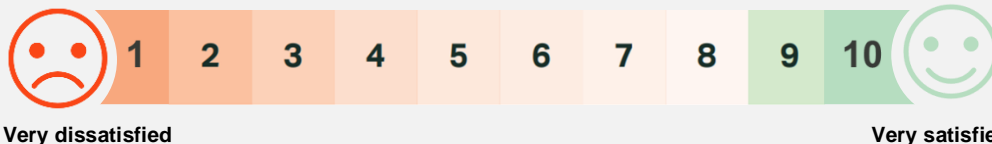
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 57
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

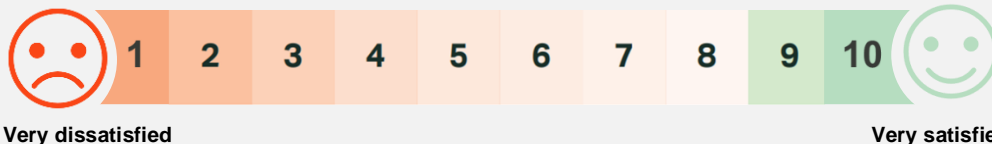
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 58
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 59
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

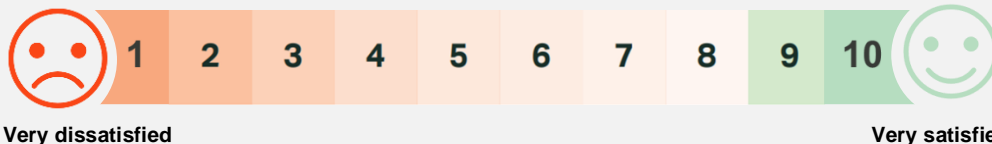
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 60
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

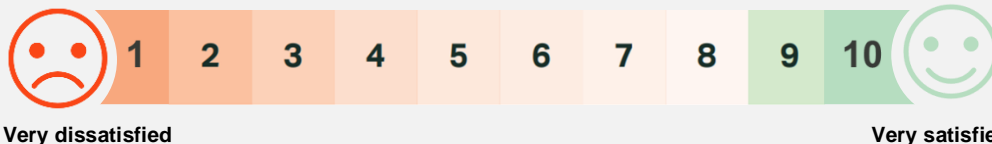
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 61
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

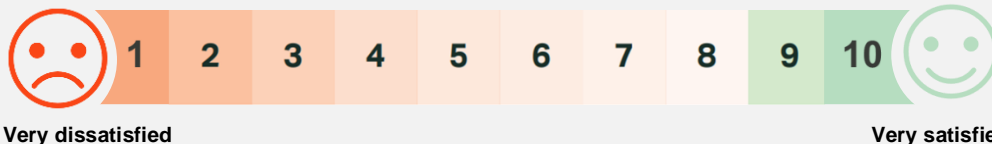
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 62
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

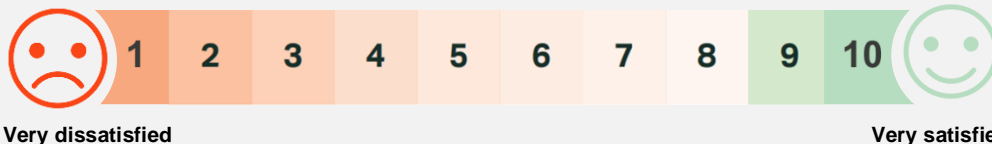
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 63
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 64
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

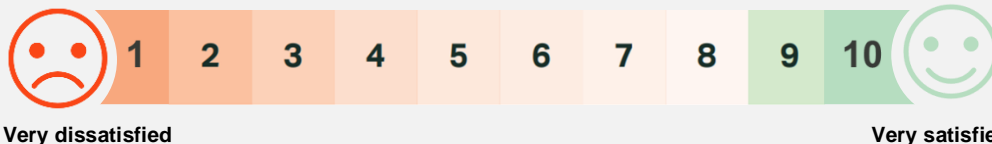
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 65
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

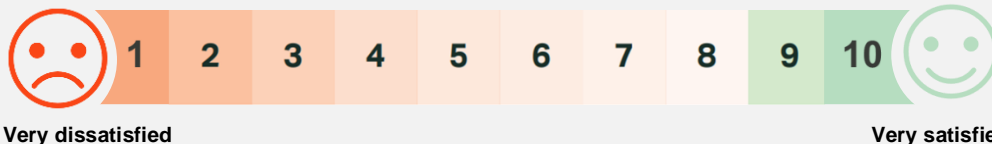
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 66
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

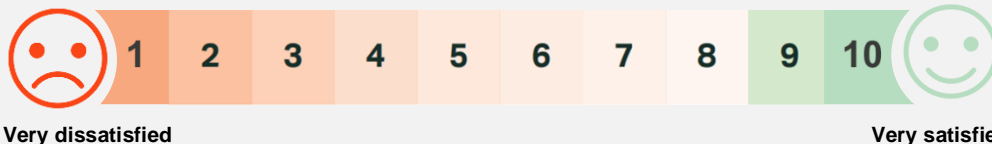
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 67
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 68
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

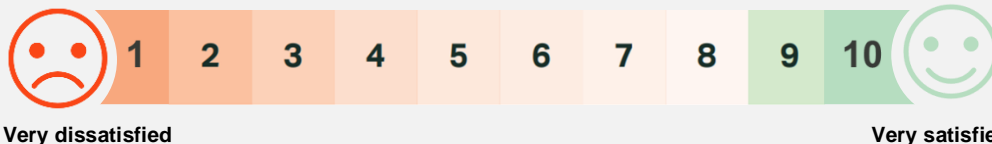
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 69
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

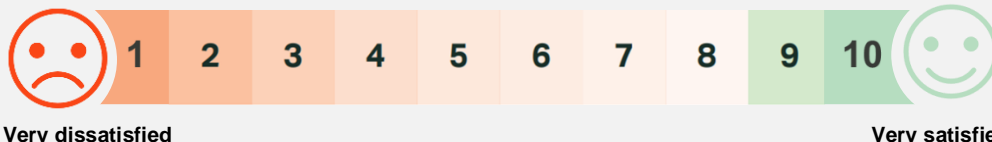
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 70
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 71
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

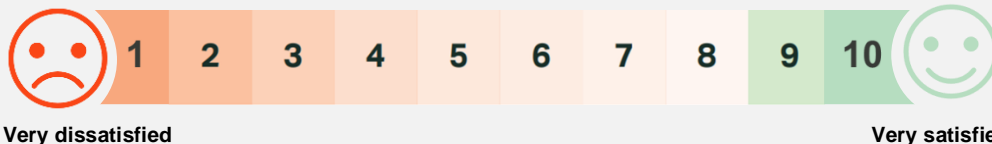
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 72
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

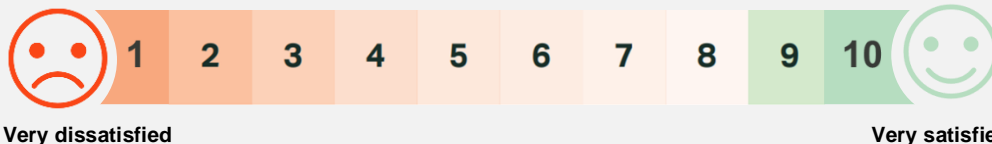
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 73
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 74
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

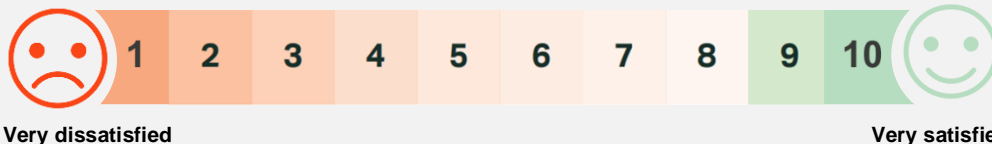
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 75
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

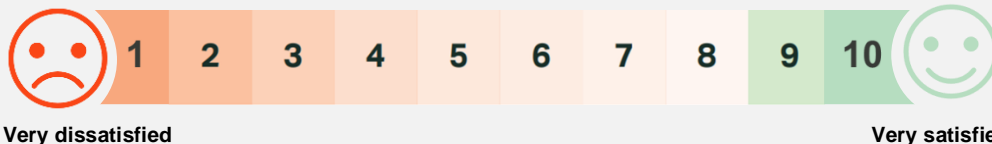
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 76
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

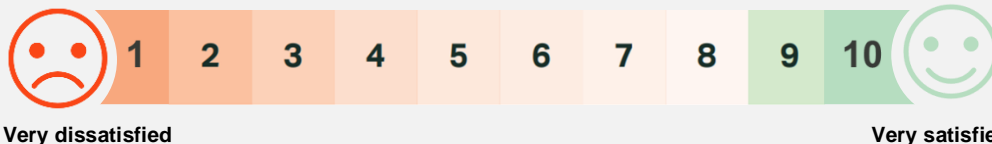
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 77
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

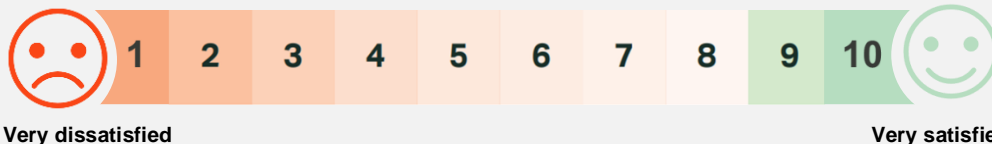
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 78
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

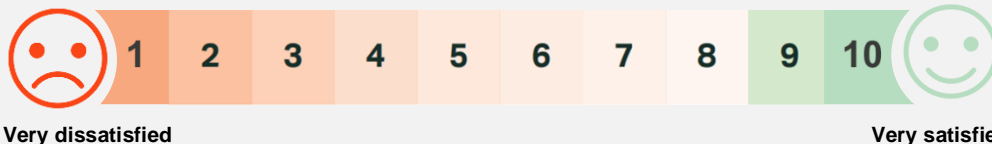
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 79
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 80
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

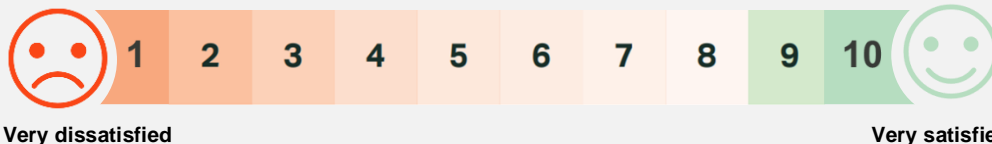
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 81
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

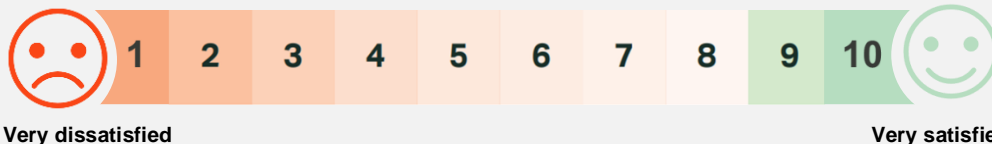
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 82
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 83
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 84
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 85
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 86
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 87
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

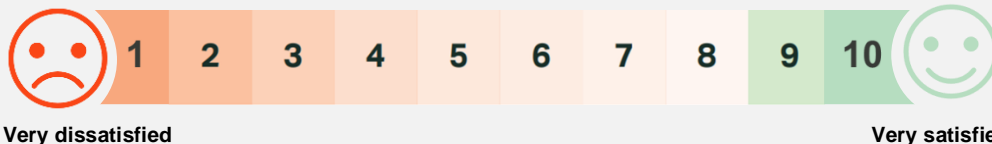
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 88
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 89
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

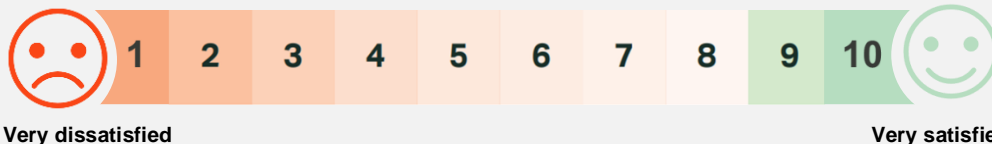
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 90
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

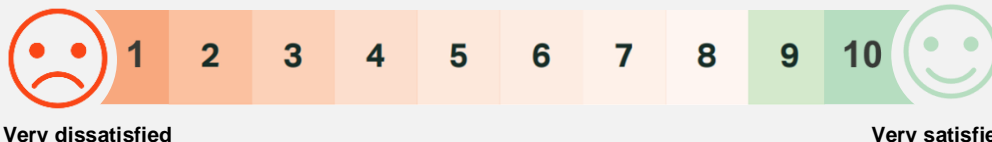
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 93
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 94
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 95
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

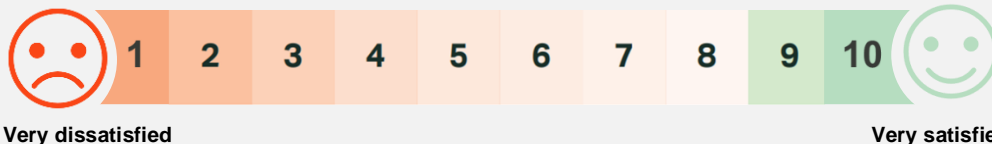
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 96
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 97
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 98
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

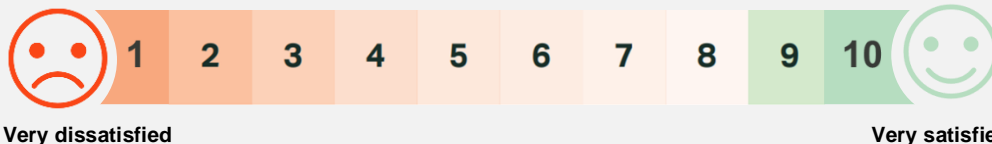
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 99
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 100
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

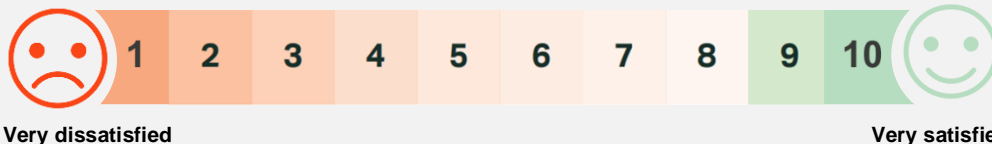
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 101
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

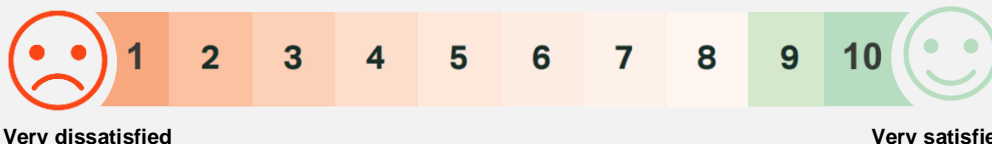
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 102
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 103
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

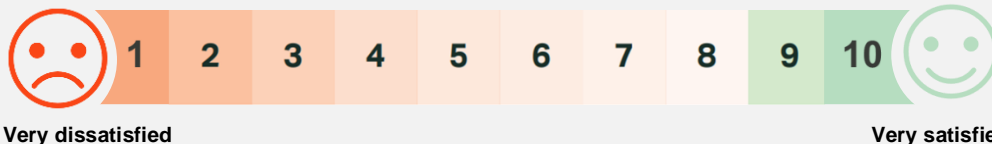
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 104
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

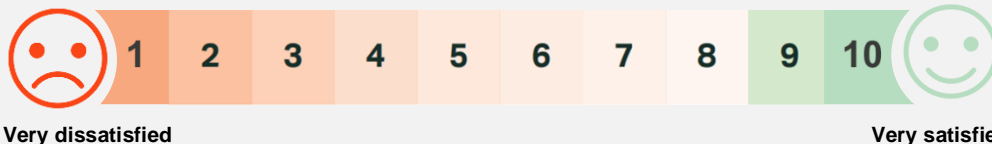
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 105
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

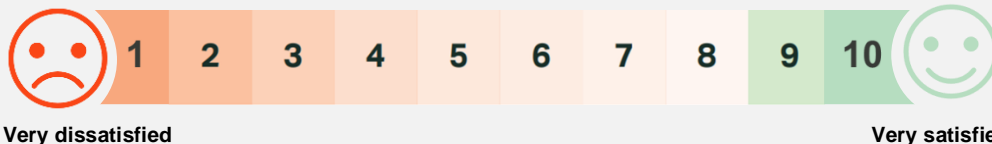
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 107
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 108
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on box.customer.mobs@cadentgas.com.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 109
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 110
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

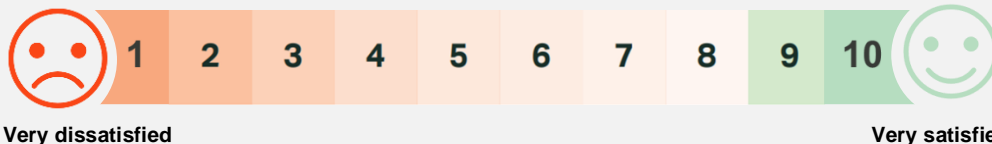
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 112
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on box.customer.mobs@cadentgas.com.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 113
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 114
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

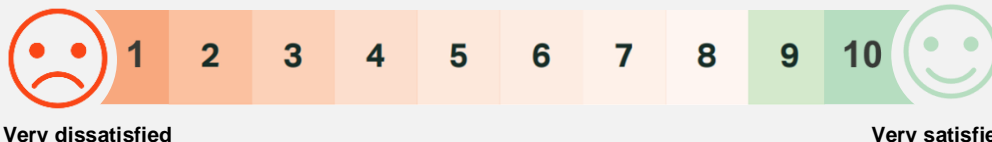
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 115
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 117
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

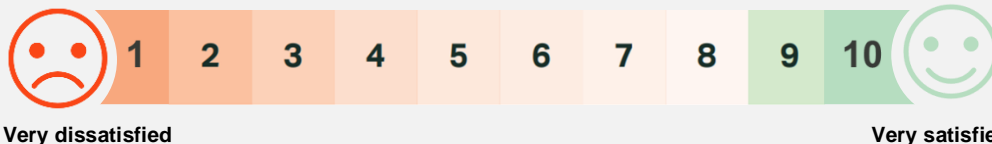
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 118
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

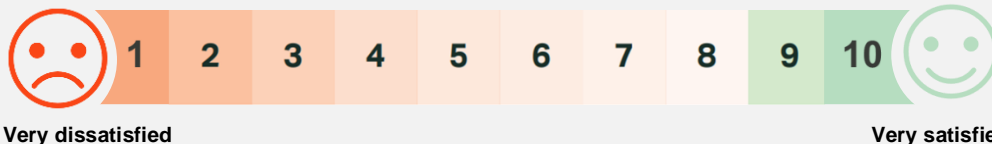
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 119
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 120
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 122
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

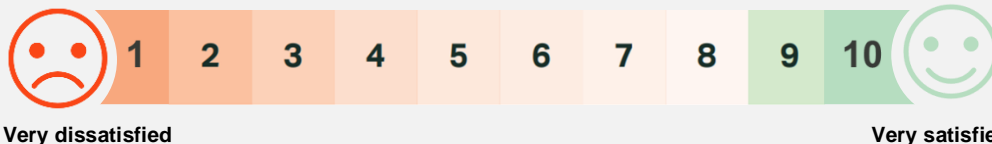
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 123
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

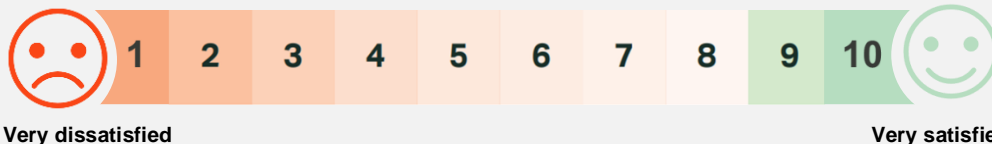
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 124
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 125
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service
0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242

Date
13th December 2024

The Resident
Flat 127
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

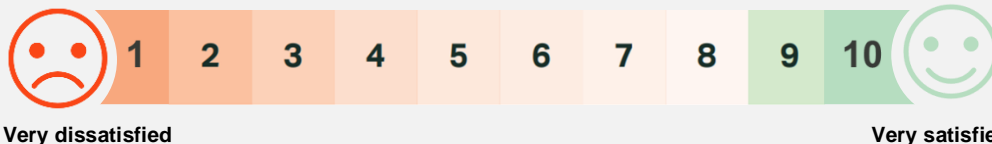
Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Date
13th December 2024

The Resident
Flat 128
Grimthorpe House,
Agdon Street
London,
EC1V 0BR



Dear Resident,

We're upgrading the gas pipes to your property

We've now received the necessary permissions from your managing company to upgrade the gas pipes to your property to ensure that they meet current gas regulations. These new pipes will help us to keep you safe and warm, whilst investing in a greener future for generations to come.

When you'll see us



We plan to start work on **Friday 3rd January 2025** and estimate the work to be completed by **Wednesday 2nd July 2025**.

Will my gas supply be interrupted?

To transfer you to the newly installed pipework, we will need to interrupt your gas supply for a short period, no more than 2-3 hours. This will take place between **Monday 26th May 2025** and **Wednesday 25th June 2025** and access will be required to your property, but we'll be in touch closer to the time to make an appointment with you.

If you are not home, this may cause delays to restoring your gas supply. Even if you don't currently use gas, we will still need to replace the pipe work to your meter control valve.

What does the work involve?

To access our pipes and carry out our work safely:

- We will have a welfare unit located in the private grounds rear of the block Grimethorpe House, Agdon Street, EC1V 0BR next to the plat area.
- There will be scaffolding on all balconies and scaffold towers on the left-hand side of the building, which will be alarmed after each use.
- We will have inground at the rear of the building.
- If you have any specific needs, please make our on-site teams aware so that we can best support you.
- We ask that you please be extra vigilant when navigating around our works area.



We'd like to reassure you that we will keep disruption to a minimum and get things back to normal as soon as we can.

Your site manager is:

If you require any further information, please contact your dedicated Site Manager, **Grace Corridon** on **0797 1991 137**.

Keeping you safe on the doorstep



When one of our engineers arrives at your door, they'll always show you their identification card.

Not the homeowner?



Please give this letter to your landlord or their agents. In some situations, we may be required to move your meter location, however this will be discussed with you nearer the time.

We're here for you



If you have any questions, please call us on **0800 389 8000** or email us at wecare@cadentgas.com. Please always quote the project reference and your address.



If you smell gas, call our National Gas Emergency line on **0800 111 999***.



If you need extra help during our works with health, communication, or safety needs, please speak to our team on site or call us on **0800 085 4478** as you might benefit from being registered on the Priority Services Register (PSR). To find out more, please visit cadentgas.com/psr.



We work with our partners and charities to give you essential energy support and additional services to help you stay safe and warm in your home. To find out more, please visit cadentgas.com/help-advice/energy-efficiency.

Thank you for your patience while we carry out these essential works.

Yours sincerely

Customer Services

Look out for your postal survey

We strive to deliver a 10/10 service, and your feedback is very important to us. Once we've finished our work, you may receive a postal survey asking you a series of questions rating the service you received on a scale from 1 (very dissatisfied) to 10 (very satisfied).



1

2

3

4

5

6

7

8

9

10



Very dissatisfied

Very satisfied

We use the data from these surveys to make continuous improvements to our services, so we'd really appreciate it if you could take the time to complete the survey.

If there is anything you'd like to let us know about before the survey arrives, please email us on **box.customer.mobs@cadentgas.com**.

Cadent Gas Limited

Registered Office Ashbrook Court, Prologis Park
Central Boulevard, Coventry CV7 8PE
Registered in England and Wales No.10080864

National Gas Emergency Service

0800 111 999* (24hrs)

*Calls will be recorded and may be monitored

5000419 (01/13)

Page 2 of 242