

**DICKENS**  
**MAINTENANCE**  
**& DEVELOPMENTS**

Friary House  
111-113 Friary Road  
London SE15 1PY

Tel: 020 7639 7045  
Fax: 020 7635 7505  
Email: mail@dickensllp.co.uk  
www: dickensllp.co.uk

Mr XXXX  
X XXXXX XXXX  
XXXXX  
London  
XXXX XXX

20<sup>th</sup> May 2008

Dear Mr X,

**Re: Internal Planned Maintenance 2008/09– Kitchen and Bathroom Renewals**

I write concerning your inclusion in the current project for London & Quadrant Housing Trust to renew kitchens and bathrooms and associated repairs to your home.

We are currently booking survey appointments for various dates in June 2008. We anticipate for works to start in August 2008 and you will be offered a date at the end of the survey confirming this.

The enclosed brochure has been designed to provide you with information about the works planned to your home, and who to contact if you need to talk to someone. It includes answers to frequently asked questions, what you can do to help us during the works and has details of the choices available to you. It is also available to view on our website.

Your home will be surveyed prior to the start of works by members of the project team so they can evaluate the scope of work required. You will be shown actual samples from the kitchen range and worktop choices available. You will also be shown colour samples of the kitchen & bathroom flooring tiles available. Also present will be our kitchen designer who will take measurements of your kitchen for the formation of a new design, maximising the use of storage to your kitchen. The duration of their visit will be approximately 30 – 60 minutes. At the end of the meeting you will be expected to complete and sign the enclosed resident's selection forms within the brochure. These sheets will then be removed and used to order your materials.

If would like to see samples of works already completed of this nature, please visit [www.dickensllp.co.uk](http://www.dickensllp.co.uk) you can also download and electronic version of the enclosed brochure.

Please call Emma Stone on 0207 639 7045 to book a survey date and time at your earliest convenience to minimise the disappointment of not getting the time you want.

Finally, please note we can only undertake work authorised by London & Quadrant Housing Trust. Should you **not** wish for these works to be undertaken to your home, please contact us as a matter of priority as we shall need to send out information to other residents.

We look forward to working with you.

Yours sincerely

*Martin Roberts*

**Martin Roberts**  
**Partner**

