



Dear Resident,

We are writing with regards to a new production of **The Railway Children** which will be taking place in a temporary theatre venue (to be known as **The King's Cross Theatre**) between December 2014 and January 2016. The temporary theatre venue will be located on Zone A, Goods Way, King's Cross Central, London N1C 4UR.

Although this part of the King's Cross Central scheme has not been used previously for events, we are keen to avoid any concerns with regards to potential noise created by the show. We would like to assure you that every effort has been made to avoid disturbing our neighbours. This production of *The Railway Children* is a theatrical play and not a musical or music based performance. Whilst music and sound effects are used as part of the performance, they are very much incidental to the performance of the play.

We are an experienced temporary theatre production company, and are confident that measures have been put in place to prevent any unreasonable disturbance to residents living nearest to the site. However, we have put in place the following mechanism to give you the opportunity to contact us at any time so that any potential issues can be dealt with immediately:

- When a show is taking place, please call The King's Cross Theatre Resident Information line on 0844 665 3232 and your call will be dealt with directly by show management.
- If there is no show taking place you can either leave a message on call The King's Cross Theatre Resident Information line, which will be responded to by show management as soon as possible or send an email to [customer.service@railwaychildrenlondon.com](mailto:customer.service@railwaychildrenlondon.com).
- Your call will be logged under your name so that you can track the progression should further action be deemed necessary.
- You will also be asked to provide your address and to put your comment in writing to: The King's Cross Theatre Management Office, Zone A, Goods Way, King's Cross Central, London N1C 4UR for our records.

If your call is received whilst a show is in operation, your comments will be passed directly to the Duty Site Manager for theatre, who will assess your comments onsite and take immediate action as deemed appropriate.

If your call is received at any other time your comments will be passed to the Senior Management Team to be assessed and actioned prior to the next performance of the show.

In all circumstances your complaints will be passed on to the Camden Council Environmental Health Department. If deemed appropriate, we may request that a visit be undertaken to your property and we would respectfully request your co-operation should this occur.

We would like to thank you for taking the time to read this letter.

Yours

**Oliver Royds, Producer**  
Theatre Tracks Limited

For more information about the show please visit [railwaychildrenlondon.com](http://railwaychildrenlondon.com)