

Dear Residents / Local Businesses,

We issue this Newsletter in respect of the above site we are about to commence works to and to introduce ourselves. This is the first of our quarterly newsletters on the scheme. Every quarterly issue will keep yourselves fully updated with the progression of works to the former Mornington Leisure Centre.

Kingsbury Construction Co. Ltd was initially founded in 1972 and has continued to expand and strengthen its service to the industry. It has always been the policy of the directors that good work stems from enjoyment of the job and this is a quality that is immediately identified on any Kingsbury site. It is this commitment to job satisfaction that has enabled Kingsbury to build a reputation for willingness and co-operation.

Kingsbury Construction Co. Ltd has a wide experience of refurbishment and new-build projects. We have on numerous occasions worked in locations with serious access restrictions and on projects occupied by tenants, calling for the exercise of great care and diplomacy in working around residents families / neighbours & local businesses.

Since the founding of Kingsbury Construction Co. Ltd in 1972, the company has experienced a remarkable period of growth and development and are now one of the major players in the field of public housing within London.

The main characteristics of the scheme which is submitted for planning approval are:-

- The Creation of 21 homes: a mix of affordable and for sale.
- The retention of the existing facades onto Arlington Road, Underhill Street and the corner of Underhill Street and Stanmore Place.
- The demolition of the remaining façade onto Stanmore Place and the building of a new stepped façade along Stanmore Place which relates specifically to the proposed new residential uses.
- New floors of residential accommodation relate to the horizontal band courses of the existing elevation onto Arlington Road
- Retention and reuse of the existing window openings to Arlington Road
- Main entrance from Arlington Road retained and improved
- New windows are proposed within the blank façade onto Underhill Street
- The areas of the existing basement not used for residential accommodation are used for a variety of plant / storage / ancillary functions



We have taken official possession of the building from 29th May 2015 and have commenced with light strip out and mobilisation / site set-up works. Although official demolition / construction works will not commence until September 2015. There will be a build period of 18 months from September 2015 therefore we anticipate the completion of the scheme for around spring 2017.

We will be erecting up hoarding and scaffolding to the perimeter of the building whilst still maintaining all vehicular / pedestrian accesses to and from Stanmore Place, Underhill Street, Underhill passage and Arlington Road. Our paramount aim is to have as little impact or inconvenience to your day to day lives.

As you will see in due course from the signage on our Hoarding, we are proud participants of the considerate contractors' scheme. This scheme encourages contractors to work with the community and communicate with the community.

This is also the belief of Kingsbury Group through our policies and procedures. Our contact details will be on the signage and our site hours are 8am-5pm Monday to Friday. We also may work from 8am to 1pm on Saturdays. If you have any concerns / queries please come and see us. Don't let a little problem become a huge issue when we could talk and resolve your problem. The site will have 24 hour security which is monitored at all times. If you feel there is an issue or anything dangerous please call us.

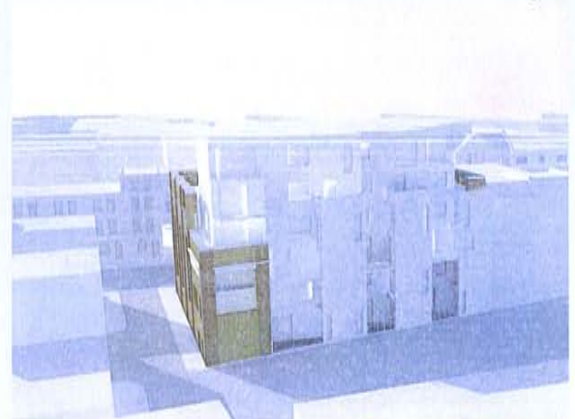
We intend on setting up some of our construction facilities i.e. Site Cabin offices, Temporary Toilets, Mess Room & canteen & Storage / parking as shown on the drawing on the following page.

The drawings shown on the side are computer generated images of what the development will look like. The first one is a view of the building looking west (car parking in foreground). The second is a view from Underhill Street Corner. The third is a view looking south down Arlington Road.

Kind Regards

Jay Pindoria (Project Manager) – 07939 433 621

Ryan Kelly (Site Manager) – 07825 580 763



Sketch Up view of building looking west (car park in the foreground)

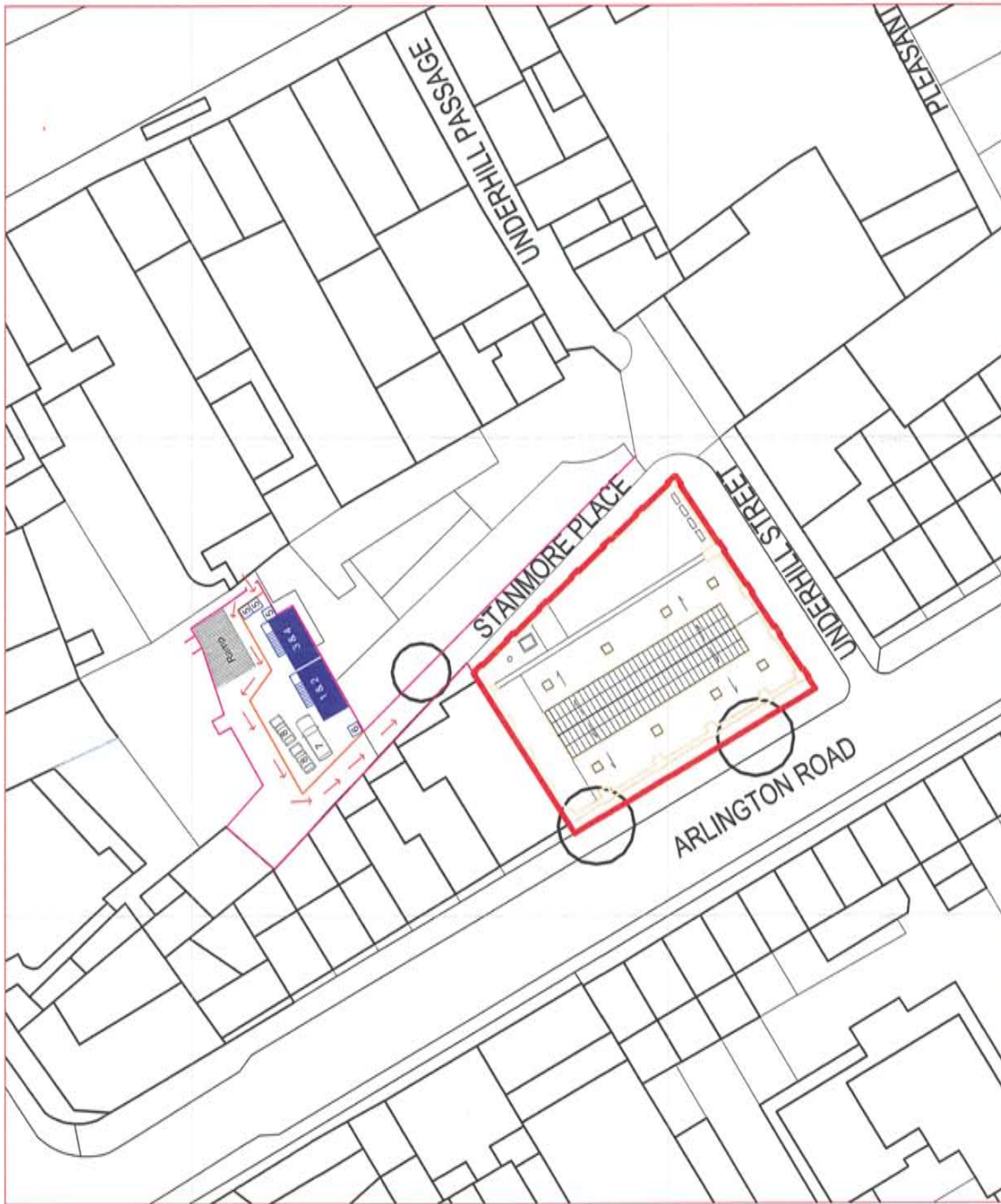


View from Underhill Street corner



View looking south down Arlington Road - clear view





Project: 142--150 Arlington Road
Title: Site set up plan
Drwg No: KCC/AR/05
Revision: C
Scale: 1-500 @A3
Date: 03/06/15

Kingsbury construction co ltd
 61 Caversham road
 Kewslah town
 London NW5 2DH
 T-020 7482 4661
 F-020 7284 0735
 email-site@kingsburygroup.co.uk



Kingsbury construction has ensured the following arrangements have been made on this site:

1. Operatives and visitors should be issued a travel plan showing parking and travel arrangements to the site.
2. Contractors and subcontractors are to be briefed in regards to parking locations to ensure resident parking is not compromised.
3. On this project, deliveries will be organised so that there is no disruption to Arlington Road, Underhill Street, Underhill Passage and Stanmore Place.
4. Delivery drivers have been asked to contact the site manager prior to arrival, so that measures are taken to reduce traffic.
5. The site manager is to invite local schools, clubs to a site briefing which will engage the local community with the development.
6. The Site manager will liaise with local businesses to ensure disruptions are kept to a minimum.
7. Complaints from local neighbours are to be dealt with immediately
8. Before works start precautions should be taken to prevent smoke on site from machinery, vehicles or combustion. Bonfires are not permitted.
9. Petrol and diesel engines used to power equipment and plant will not emit dark smoke once the running temperature of the engine has been reached, and should be regularly checked and maintained to prevent smoke and fumes.
10. Prevention measures will be taken to minimise the formation and spread of dust and dirt. Dust should be controlled at source by a continuous fine water spray. To ensure that this is done an adequate water supply must be provided, with sufficient hoses to reach all parts of the site with a means of disposal of waste water.



Customer Complaints Procedure

Whilst we aim to offer the highest quality service possible, we know that things do occasionally go wrong. In the unlikely event of you being dissatisfied with our services this complaints procedure should help you to tell us that you think something is wrong.

How do I complain?

There are a number of ways.

1. In person on site or during a meeting.
2. By writing to us.
3. By phoning us.
4. By e-mailing us.

In Person

You may feel that you can best explain your complaint in person. Either whilst we are on site, at an already pre-arranged progress meeting or by arranging a specific meeting to discuss the issues that have arisen. Please discuss your issues and/or arrange any meeting with Mrs. Vanita Hirani at the main office on 020 7482 4661

By writing to us

We would suggest that you make your complaint in writing by using the complaints form at the end of this leaflet. Or, you can send a letter. You should address these to the Managing Director at the address details at the end of this form. We would also recommend that you keep a copy of any written correspondence for future reference.

By phoning us.

Please phone our main office number on 020 7482 4661.

By e-mail

You can e-mail your complaint to info@kingsburygroup.co.uk

What can you expect from us?

Whatever method you use to contact us, you can expect us take action where relevant, and we will tell you what has happened. If the complaint needs further investigation, we will aim to:

- a. Let you have a full reply within five working days; or
- b. send you an immediate acknowledgement with a full reply to follow within three weeks or if we cannot provide a full reply;
- c. Keep you informed of how your complaint is progressing if we cannot sort it out within three weeks.



Kingsbury Construction Co. Ltd

We will produce a complaints monitoring report each year with statistics of the complaints we have received. No personal details appear in this report and your complaint will stay confidential.

Complaints form

Your Name _____

Your Address _____

Contact Phone Number _____

Details of your complaint _____

What would you like us to do? _____

Your signature: _____ Date: _____

Continue on a separate sheet if you need to:
Please send this completed, signed form to:

Managing Director
Kingsbury Construction Co. Ltd
61 Caversham Road
Kentish Town
London
NW5 2DH