

Dear Resident,

We are writing with regards to The King's Cross Theatre which is located on the corner of King's Blvd and Goods Way. As you are no doubt aware this temporary event venue has been in place since December 2014.

Due to the overwhelming success of shows such as **The Railway Children** we are proposing to extend the life of the temporary theatre for a further two years, until the end of January 2018.

The temporary theatre venue is located on Zone A, Goods Way, King's Cross Central, London N1C 4UR.

No part of the facility is changing and there is not expected to be any disruption to yourselves or other residents, however we are keen to avoid any concerns with regards to noise created by the venue. We would like to assure you that every effort has been made to avoid disturbing our neighbours

We are an experienced temporary theatre production company, and remain 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.
- 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, 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