

FREELANDS FAMILY INVESTMENT GROUP LIMITED

Dear Neighbour

Re: Utopia Village Office works

I wanted to write to you direct as the future occupier of Utopia Village following a number of enquiries and complaints from neighbours regarding developments in the past week.

You may recall the letter that our project team sent on 22 May referenced replacing defunct and inefficient mechanical and electrical installations. Specifically, this involves removing the old heating, cooling and ventilation plant, currently located at various points on the roof, and replacing it with new modern units located centrally on the first-floor roof, positioned in between a lantern rooflight and a three-storey structure. Installation of these units began last week.

I can confirm that we have submitted a planning application for this work. However, given the delays to the project from Covid-19, we took the decision to start the work before the planning application was approved. This was a calculated risk on our part to try to minimise the time on site and subsequent disturbance to the area. But, unfortunately, this also meant that our neighbours didn't have the opportunity to comment on the plans in advance and felt caught unawares when the units went up.

We understand these concerns and would like to apologise for having caused any unnecessary worry – or inadvertently giving any sense of misinformation. As the future occupier of the site, we take our responsibility to the local neighbourhood extremely seriously. As such, I would like to be very clear about where we are in the process and next steps.

One of the key concerns that has been expressed regards potential noise disturbance from the new units. In light of this feedback, I can confirm that we have submitted plans for an acoustic box that will encase all of the new units and cut all noise to a level lower than that of the previous system. We expect all the drawings relating to the planning application to be available for public viewing once the application is verified, which we understand will be within the next week.

We would be very happy to sit down with anyone who would like to go through the drawings and take your questions, either about this specific element of the build or the project more broadly. I will ensure that I make myself personally available along with the key project leads. Should you wish to arrange an appointment to talk through the plans direct, please do get in touch with the **Project Manager, Elizabeth Bond**, either via **email at Elizabeth.D@jac-group.co.uk** or **mobile: 07734 768035**. She will then try to coordinate a convenient time for as many of you as possible to attend.

In the meantime and recognising local concerns, we have ceased all works relating to the mechanical installation until we have had the opportunity to consult with local residents and address their concerns.

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Additionally, there have been questions about whether we expect to make any further planning applications relating to the construction. I can confirm that we intend to submit one further application regarding plans to replace the front gate and the sign at the Egbert Street entrance. We expect this application to be submitted by the end of July. We assure you that we will not start this work until the local neighbours have had the chance to comment on the plans and permission has been granted.

Once again, we are very sorry for any confusion or upset caused in the past week. This was not our intention. Please do contact Elizabeth with any further questions or queries regarding the works. We remain determined to work with the community, not against it.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Mark Devereux', with a stylized flourish at the end.

Mark Devereux