19 May 2021

Dear Resident

**CIRCUS - APARTMENT BALCONIES**

I refer to my colleague’s previous correspondence regarding the balconies; copy attached.

The balcony solution has now been designed and approved by Hammerson – a new balustrade, similar in appearance to the existing, is to be fitted to the balconies and bolted to the structure. The new balustrades have also been approved by the planners.

The works have been tendered and a contract completed with JPW Osprey. The installation of the new balustrades to all residential blocks is due to commence at the beginning of June, commencing with Circus. I have set out the details as follows: -

**TIMESCALE**

* Osprey to commence site set up and delivery of materials to Unit MSU 11b from 1 June
* Installation of the balustrades commences 7 June – 7 July

**SEQUENCING OF WORKS**

* The installation of the balconies will start with the apartments to Freeschool Lane, followed by Highcross Lane and Bathhouse
* Osprey intend to install balustrades to approx. three apartments per day, and I have attached a schedule of the proposed installation appointments
* Please confirm to Uriah that you are available to provide access on the proposed day and if you have any time restrictions for that day or need to arrange an alternative date. An agreed schedule can then be circulated and provided to Osprey. Any further queries or changes to appointments may then be communicated to Osprey representatives on site direct and contact details are provided below.

**METHODOLOGY**

* Osprey will have two team members on site who will be responsible for the installation of the balustrades
* Access will be required to each balcony via the apartment
* Residents will need to temporarily move items of furniture/plant pots away from the balustrade to facilitate the works and provide free access
* Osprey team members will act respectfully and comply with COVID guidelines. They will wear shoe protectors and the only materials that will be brought to each apartment are the length of balustrade to be installed and two buckets containing the tools required
* Residents should also ensure please that balconies are free of pigeon mess so Osprey may work safely
* Tools will be tethered to ensure nothing may fall from the balcony and Osprey will cordon off the area of the pavement beneath where they are working each day
* Once all the balustrades have been installed to all blocks, the external joints will be finished from the exterior and access will be via a mechanical access platform. No further access will be required via the apartments and there will be further communication to confirm the timescale for these works

**COMMUNICATION**

* The agreed installation timetable will be circulated to all residents. Uriah will then remind all residents the week prior to their confirmed installation date and liaise with Lil and Mike from Osprey

**CONTACT DETAILS**

* Please confirm to Uriah your availability for the proposed appointment to install the balustrade –

Uriah Walters

dd 0116 242 8616

Mob 07568 298442

Email uriah.walters@highcrossleicester.com

* Osprey on-site team members responsible for the installation

Lil 07950 687476

Mike 07946 451339

* Hammerson

Suzie Lee, Property Manager

Mob 07867 781133

Email suzie.lee@hammerson.com

Many thanks for your cooperation and if you have any concerns, please do not hesitate to contact me.

Kind regards

Suzie

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