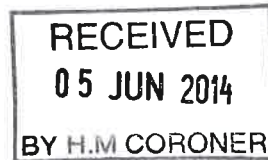


04 June 2014

David C Horsley
Her Majesty's Coroner for Portsmouth
and S E Hampshire
Coroner's Office
The Guildhall
Guildhall Square
Portsmouth PO1 2AB



Hanover House
1 Bridge Close
Staines Upon Thames
Middx
TW18 4TB

t 01784 446000
f 01784 446060
www.hanover.org.uk

Dear Mr Horsley

Mrs Kathleen Ethel BORDER – Inquest

I am writing in response to your letter dated 4 March 2014. I sincerely apologise for the delay in replying. My resident Estate Manager at Northwood Square moved to another position at just about the same time as you wrote to us and I have had a temporary manager covering the estate since that time and so it has taken a little longer to put arrangements in place than it normally would.

The delivery vehicle was parked in a short term bay, which is designed for any vehicle which is only going to be parked on site for a short term, i.e. delivering something, collecting a resident or dropping them off for instance. The bays are clearly marked as short term parking bays and pedestrians do not need to walk behind any vehicles parked there as there is a pathway in front of the bays which is accessible to all. Unfortunately sometimes residents and visitors do cut across behind vehicles as a 'short cut'.

Consequently, we have arranged for an extra sign to be fitted making anyone using those spaces aware that there is a danger of pedestrians in the area and to take care when reversing out of the spaces. This sign was fitted on 3 June 2014.

We will also be reminding residents and their visitors to take care when walking behind any parked vehicles on the estate through the estate newsletter.

I do hope that you will find these arrangements satisfactory and once again I apologise for not keeping you updated

Yours sincerely

[Redacted signature]

[Redacted name]

Retirement Housing Manager

Phone 02392 838357

[Redacted address line 1]

[Redacted address line 2]