



Dear resident,

As you will be only too aware, on Friday 30<sup>th</sup> March our specialist civil engineering contractor Athena working on our Saxon Dene development in Silsden damaged a gas main, severely affecting gas supplies in the area.

We would like to apologise again for the inconvenience this accident caused over the Easter weekend and thank Northern Gas Networks (NGN) and the community groups involved for their work to help residents and reconnect gas supplies. It was great to see such fantastic community spirit which exemplifies why we want to build new homes in Silsden.

We know that many residents may have suffered major disruption and some specific costs as a result of this incident, and we want to help in having these dealt with as efficiently as possible.

As you will be aware, NGN are required by law to offer payments to homeowners and businesses where gas supplies are interrupted and we understand that they have made it clear that payment will be made through your gas supplier.

Athena and their insurers will be addressing specific costs where local people and businesses have suffered losses as a result of the accident. Anyone who would like to investigate making a claim should email [claims@vistainsurance.co.uk](mailto:claims@vistainsurance.co.uk) including reference number 10187245 in the subject line.

We and Athena are liaising with NGN in relation to their work and contributions over the course of the last week. In the meantime, if you experience any problems with your boiler or gas supply following reconnection the Barratt customer service team will be happy to help over the next couple of weeks and are available on 0113 3076850.

An investigation into the accident is ongoing but at Barratt health and safety is always our number one concern and alongside Athena we will be thoroughly examining the circumstances under which this work was taking place and under which the incident occurred.

Barratt celebrates its 60<sup>th</sup> anniversary this year. We take great pride both in the quality of the homes and developments we build and also in the relationships we have with local communities. It is in that context that we once again thank the community for its patience and understanding and NGN for their hard work and efforts over the last few days.

We are sorry that work on one of our sites has caused people inconvenience, we are in touch with local groups and councillors to find out what support we can offer the community and will be continuing those conversations over the coming weeks and months as we start to build on the Saxon Dene site.

Please do get in touch if there is any further information you would like.

Yours faithfully,

Ian Ruthven  
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