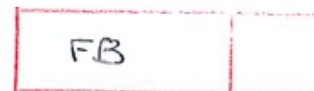


Mr Rob Duhamel  
Morier House  
Halkett Place  
St Helier  
JE1 1DD



October 12<sup>th</sup> 2007

Dear Mr Duhamel

Further to the request on Channel 103 last week I am writing to describe the situation we have in our retail business.

For more more years than I can remember we have suffered with pungent coffee and yeast smells permeating into our shop and into the Tanning Shop downstairs from Coopers situated behind us. The smell on certain days is so nauseating that customers have left the shop saying they cannot take the smell anymore. When the roasting of strong coffees goes on all day the staff get sore throats and feel sick. Last week Mr O'Connor on the ground floor said to us that he was really feeling quite ill as it was the yeasty smell we had had all day.

A couple of weeks ago one of the chimneys caught fire and billowing black smoke could be seen pouring out of the chimney, thank goodness the wind was blowing in the other direction as our stock would have been ruined. Our fitting room curtains get filthy very quickly and have to be cleaned at nearly £300 a time.

We have complained to Environment in the past but it is only recently that Kirsty Walker has taken our case on board and spent time monitoring the situation. We have had to keep records and times of when the smell is particularly bad, this has now become really tedious when you have a business to run.

Mr Warr who owns Coopers has tried many things to rectify the situation but so far to no avail. We have been in these premises for 20 years and are due to renew our lease but the situation is sometimes so bad we have been considering moving elsewhere in town.

I look forward to hearing your comments on this.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Vivien Aygun', with a long horizontal stroke extending to the right.

Vivien Aygun (Mrs)