**Name and address removed**

16th June 2017.

**Re: Our sadness for your loss.**

Name removed,

I wanted to let the dust settle and then write to express our extreme sadness for the loss of your son. I cannot imagine the heartbreak this must have caused you and I am so sorry you have experienced such a loss. His passing was unexpected to all of us.

As a community it has shaken us considerably because John was such a positive, well liked person to have around the place who brought a positive energy to everything he did. I also want to stress these positive memories as, while there were times when he kept himself to himself, whenever he came out into the community he was always enthusiastic about whatever he got involved in. He was keen to help out in many ways and support the residents in their activities, becoming Treasurer of the Residents Panel, and also helping Stoll regularly with our fundraising.

On a personal note, I was also deeply saddened as I knew John well. Last year I ran the London 10,000 metre race with John and I also did a number of charity bucket collections with him which was a great pleasure and these are memories I shall cherish. Indeed I ran the same race again this year and was very pleased to do so in his memory.

When a loved one passes I always struggle to be thankful for all the good times because the loss feels so raw, but I hope over time there will be moments when you can cherish the good memories of John. On behalf of all us; the staff, the Trustees and the Veterans who live here; we offer you our sincerest condolences and if there is anything practical we can do to help you then please do not hesitate to ask.

Yours Sincerely,

Ed Tytherleigh

Chief Executive

**Stoll**