[GoldenRule]



[Name]

[Address1]

[Address2]

[Address3]

[Postcode]

**[Letter]**

Dear [Name]

**Re: Electrical maintenance and improvement works**  
  
Gasway Services Ltd are working with Norwich City Council and NPS Norwich to carry out electrical maintenance to help make sure your home is safe. This work includes [Type].

Before any work can begin it is essential that an electrical survey is completed.

You have missed the first appointment we made for you. A second appointment has been arranged to visit your property on **[Date] [Time]** with our sub-contractor VJC Electrical Ltd who are undertaking the works on behalf of Gasway. If this appointment is inconvenient please contact our Project Administrator on 01603 309510 or email [Electrical@gasway.co.uk](mailto:Electrical@gasway.co.uk) **Monday – Sunday (24 Hours)**

Please remember it is your responsibility to allow Norwich City Council access to your home to carry out essential maintenance and safety checks. Failure to provide access to carry out the electrical inspection is a breach of your tenancy agreement.

Norwich City Council may consider tenancy enforcement action if we are unable to carry out the electrical rewire/upgrade work.

Everyone who enters your home will have been through a full induction and all our operatives work within our Code of Conduct. Our work will be carried out in a professional and courteous manner with as little inconvenience and disruption to you as is practical. We apologise in advance for any noise or inconvenience this may cause.

Please note, that all our staff and operatives will carry full face identification cards. Should you have any doubts about the authenticity of the person(s) who is calling to your home please ask them to wait and contact me, and I will confirm their identity.

If you are currently self-isolating or shielding, we would ask that you please contact us prior to our engineer’s visit to enable us to assess what adjustments are necessary for our engineers to complete the inspection. When our engineer does visit your home, they’ll take additional precautions, including ensuring they are utilising the correct PPE. They will always consider and protect you and your family members by keeping a safe distance – and we ask you to do the same and please remain in another room whilst the inspection is completed.

Once again, please note that we cannot progress with any work until these surveys have been completed.

We would like to take this opportunity to thank you in advance for your patience and co-operation and look forward to working with you.

Yours sincerely

[User]