[GoldenRule]



[Name]

[Address1]

[Address2]

[Address3]

[Postcode]

**[Letter]**

Dear [Name]

**Re: Remedial Works**

We are Gasway Services Ltd, working with Norwich City Council and NPS Norwich to ensure your home is safe and electrically sound.

We recently completed a full EICR (electrical inspection) of the property, this has flagged up some remedial work to be completed. An appointment to carry out this work has been made for **[Date] [Time]**.

If this appointment is inconvenient please contact our customer service team on 01603 309510 **Monday – Sunday (24 Hours)** or email electrical@gasway.co.uk

Please note: a responsible adult, aged 18 or over, must be present when we visit.

If you have a pre-payment electricity meter, please make sure you have enough credit for the electrical safety check to be carried out. This gives Norwich City Council and NPS Norwich an opportunity to remedy any potential hazards prior to problems arising, which could have serious implications to your health and safety.

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 possible. We apologise in advance for any noise or inconvenience this may cause. 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.

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]