[GoldenRule]





[Name]

[Address1]

[Address2]

[Address3]

[Postcode]

**[Letter]**

Dear [Name]

**Re: SMOKE DETECTOR**

We are Gasway Services Ltd, working with Victory Housing to ensure your home is safe and electrically sound.

**We have been instructed by Victory Housing to replace the smoke detector (s).**

An appointment has been arranged to visit your property on **[Date] [Time]**. If this appointment is inconvenient please contact our customer service team on 01603 309510 **Monday – Sunday (24 Hours)** or email VHTelectricalenquiries@gasway.co.uk

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

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.

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.

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.

Yours sincerely

[User]