[GoldenRule]





[Name]

[Address1]

[Address2]

[Address3]

[Postcode]

**[Letter]**

Dear [Name]

**Re: Planned electrical testing**

We would like to take this opportunity to introduce ourselves to you. We are Gasway Services Ltd, working with Victory Housing Trust to carry out electrical testing to ensure your home is safe and electrically sound.

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.

**We will require access to the fuse board and all rooms at the property.**

If you have a pre-payment electricity meter, please make sure you have enough credit for the electrical safety check to be carried out.

The tests are essential as they can identify issues that you may not know are present. This gives Victory Housing 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.

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]