[GoldenRule]





[Name]

[Address1]

[Address2]

[Address3]

[Postcode]

**[Letter]**

Dear [Name]

**Re: Planned electrical testing**

Gasway Services Ltd are working with Victory Housing Trust to carry out electrical testing to ensure your home is safe and electrically sound.

You have missed the first appointment we made for you. We will visit you again 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. Should the electric readings be poor, this could result in a loss of power or have serious implications to your health and safety.

Please remember it is your responsibility to allow Victory Housing Trust access to your home to carry out maintenance and safety checks. Failure to provide access is a breach of your tenancy agreement and tenancy enforcement action may be considered by Victory Housing if we are unable to carry out the electrical safety inspection.

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]