

Dear ....

#### Gablehurst – Water mains investigation work

As we continue to investigate the water issues in your home, we'd like to thank you for your on-going patience and assure you that we're working as quickly as possible to resolve this matter.

We know that we need to renew the pipes in within the block and two water specialist contractors have now completed a comprehensive survey of all of the flats we were able to access and the communal areas to investigate how this can be achieved. We'll work closely with our contractors to make sure this project is managed carefully and all issues are resolved.

As many of you will know our contractor was on site on 6 October to complete a review and make detailed drawings of the block. Thank you to all residents who allowed these workers access.

In order to carry out the works as efficiently as possible and with the least disruption to you, we'll complete the work in phases. In phase one, our contractor will work with Wessex Water to complete the new external supply connection. We'll also work with Wessex Water to resolve any complications that could be caused because of the nearby busy double roundabout. During this phase the new supply of water will be brought into the building and connected to the water meters.

In the next phase, the other contractor will take the feed from this new supply and run it through the building using new approved pipework into each flat, leaving everybody with new water connections.

Over the next few days, you may see people from Wessex Water and our contractor visit the site. They will look at the water supplies in Poole and Blandford Road and any other connections that may be available nearby. We'll also begin work in one flat to confirm that our phased approach is the right way to move forward.

Please be reassured that at all times during any visit, our people will follow strict hand hygiene, wear face coverings where appropriate, sanitise areas they touch and wipe down any tools they use. They will follow strict social distancing guidance and we ask that you stay at least two metres away from our colleagues at all times.

In the meantime, if you have any questions please don't hesitate to get in touch with David Maguire, regional surveying manager, on 0333 400 8222.

Your sincerely,

Joanna Capel

Senior housing officer