

Dear

### **Water pipes in your area**

We would like to reassure you that the mains water supply is safe to drink and has passed the necessary tests. We understand however that you may have concerns, and therefore will continue to arrange for a supply of bottled water to be available. Our team will facilitate one delivery per flat per week of 30ltrs. As agreed in our previous communications if you do use more than this please keep receipts. These deliveries will take place from Friday 14 August and we will review arrangements monthly.

Our contractor attended site yesterday and carried out some preliminary investigations. On the basis of their recommendations we have arranged for a surveyor to attend the block on 18 August between 8am-4pm to access individual flats to survey and confirm floor plans. These inspections should take no more than one hour to complete. We would like to access all flats where possible, however if you have limited availability and would like to arrange an appointment time please contact Gemma Vasey on 01929 558455.

We will continue to update you as we receive more information about timetabling of the works.

On 6 August we received a letter detailing concerns about the issues at your block, unfortunately the letter did not contain any contact information. We hope our letter of 5 August addressed these concerns. We can assure you we take maintenance issues seriously. If you have any concerns or queries, please contact your housing officer in the first instance so we can resolve these quickly.

### **Complications arising from Covid-19 and those self-isolating**

We understand that you may be concerned about letting someone into your home, but it is very important that we can carry out a survey of your pipes and water supply to determine any essential repairs required.

Please be reassured that our tradesman and contractors will be following strict hand hygiene, wearing face coverings where appropriate, sanitising areas they touch and wiping down any tools they use. They will be following strict social distancing guidance and we ask that you always stay at least two metres away from our colleagues. Please let us know by calling us on 0333 400 8222 if you are experiencing symptoms of Covid-19 and are self-isolating.

### **How you can help**

For us to be able to carry out the works to your water supply we do need your consent to enter your home so we can access the full extent of the water system.

We will continue to provide information and updates as they become available.

Yours sincerely,

Joanna Capel

Senior Housing Officer

