

Dear

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

Following recent concerns about the water supply to your home, we're writing to let you know the actions we'll be taking to ensure required repairs are carried out and you have access to safe drinking water during this time.

In order to resolve the issues, you have been experiencing, our contractors Water Matters, will be on site next Tuesday 11 August 2020 to survey the site and to assess the repair works that are needed. Part of this will be an assessment of the pipes in your home

Whilst we look into the causes of the problems with the water supply in your area, as a precaution we will ensure you have an alternative supply of drinking water and will be delivering bottled water to your block tomorrow, Thursday 6 August 2020. Please be reassured your water supply is safe to use for bathing and washing clothes. So that there is enough for everyone to use please only take the bottled water you need. If you should run out, please do buy more, keep the receipts and we will reimburse you the costs for doing so.

### **Complications arising from Covid-19 and those of you who are 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.

Over the coming week we will provide you with a timetable of works so that you know when we will be visiting and for how long. Our housing team will be on hand throughout this process to assist you and answer any question you may have **insert contact**

### **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 contact you again once we have confirmed with our contractors when the works will take place.

Yours sincerely,

