

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 ongoing patience and assure you that we're working as quickly as possible to resolve this matter.

We'd also like to let you know that on Monday 16 November, our contractors will begin to lay some pipework outside your home in the communal garden. The team will dig a trench and lay new plastic piping as part of the work to fix the ongoing water supply issues.

Once this is complete, Wessex Water will be able to dig up the road to create a new connection. We expect Wessex Water to start works around the week beginning 7 December, and will take approximately four weeks to complete.

We'll be in touch with you again to let you know when we have a confirmed date that Wessex Water will begin this work and we'd like to apologise in advance for any inconvenience this work causes.

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