

## Address

## Date

Dear Resident,

Now that we have completed all checks on your property, and a Retrofit Assessor has advised what improvements need to be made to your home, we have booked for works to begin.

The Retrofit Assessor has advised us that the below improvements are best suited to your property:

### [List recommended retrofit measures]

We have provided an information pack with this letter which covers a variety of common questions as well as a guide of the full retrofit process.

These works are planned to start the week commencing [enter start date] and will take approximately [enter duration] weeks to complete.

### **Some things you need to do before work starts**

For us to carry out the works safely we will need to erect scaffolding around your property. Please remove any personal belongings, garden furniture or plant pots etc from around your property. The scaffolding will be erected in accordance with safety regulations and will be regularly checked by our site team. Whilst works are being carried out, please do not let anyone tamper or utilise the scaffolding for any purpose. Please note our operatives will not be working on your property every day during this period. The weather can govern some of our works. You will be kept informed by a member of the site team of any delays.

### **With all work there will be a certain level of disruption**

Due to the nature of the works and power tools used a certain amount of noise and dust is inevitable and we recommend you keep all windows and doors closed when possible. As the works proceed there will also be waste materials left around your property which will be cleared as soon as possible.

Please be aware of any warning signs around your property, and take extra care when entering and leaving. If your property has a gate, we may have to remove this where needed and refit once the works are complete. This will be of no cost to you. Please be aware the gate will be removed for the duration of the works.

If you have any concerns as to the authenticity of any of our employees or you would like to discuss any details of this letter or require any assistance, please contact [enter point of contact name] or you can email [enter contact email address].

Yours faithfully,

Name

Job title

Organisation