



<tenants name>
<Address starts here>
<Address line 2>
<Address line 3>
<Town>
<Postcode>

Your ref: xxxxxxxxxxxxxxxxxxxxxxxx
Our ref: xxxxxxxxxxxxxxxxxxxxxxxx
Date: xxxxxxxxxxxxxxxxxxxxxxxx
Please ask for: xxxxxxxxxxxxxxxxxxxxxxxx
Customer Services: 03330 162 000
Direct dial: xxxxxxxxxxxxxxxxxxxxxxxx
Email: xxxxxxxx.xxxxxxxx@eastsoffolk.gov.uk

Dear <tenants name>

Your Tenancy

East Suffolk Council takes its responsibility as a landlord very seriously and over the last four months we have been carrying out an in-depth review to ensure we provide a good quality, cost-effective service, which delivers value for money for you, our tenants.

We have looked at all aspects of Health and Safety related to our properties, including Fire Risk Assessments, Asbestos Management, Water Safety, Gas and Electrical Safety as well as the management and maintenance of lifting equipment including Lifts and Stairlifts. This review has shown us that the data we hold is not as comprehensive and robust as it should be, so we are now arranging for additional inspections to be carried out, to ensure we hold correct data, which will enable us to manage our properties better.

We have also conducted a review of how we set our rental charges, to ensure we meet the requirements set out in the 'Rent Standard', a policy which, as Registered Providers, we must follow when setting rent. The review has identified that the guidance may previously have been misinterpreted and as a result, some tenants who moved in after 2014, may have incorrectly been charged a higher rent.

As a result, we are now arranging an independent external audit of every rent account to understand how many tenants might have been affected and what may have been incorrectly charged.

This will take approximately three months to be concluded, and at that point we will be in a position to tell you whether or not you have been affected. We will update you as soon as we know more, and we thank you for your patience as we investigate this matter thoroughly.

LEGAL ADDRESS East Suffolk House, Station Road, Melton, Woodbridge IP12 1RT

POSTAL ADDRESS Riverside, 4 Canning Road, Lowestoft NR33 0EQ

Please continue to pay your rent as normal. The issues here will only affect a proportion of tenants and, as we have said, we are currently working hard to establish who is affected. Should you be entitled to any form of refund, you will only be informed by the Council and not a third-party organisation.

Additionally, because we have identified some aspects of the service which do not meet the standards we expect to provide, East Suffolk has referred itself to the Regulator of Social Housing. They will now consider the information we have provided and will determine whether any action needs to be taken against the Council.

As soon as the issues were identified, we took the action which was required, and a group of senior officers has developed a robust plan to ensure this situation is rectified promptly. As a result, a significant amount of work is already underway, to ensure East Suffolk is fully compliant with all of the standards set out by the Regulator.

As part of our review, we have also looked at how we can improve our services to meet the aspirations set out in the government's Social Housing White Paper. This document sets out the actions the government will take to ensure that residents in social housing are safe, are listened to, live in good quality homes, and have access to redress when things go wrong

One area of focus is a new enhanced Tenant Involvement Service, which we are currently developing. We want tenants to hold us to account and scrutinise the delivery of the Housing Service, so that we continually improve. We will be sharing more information on this in due course.

Please be assured that your safety is our highest priority, and we will be working hard over the coming weeks and months to ensure all our properties meet the expected standards. As we have more information, we will of course ensure that you are made fully aware.

We do understand that you may have questions and we have set up a web page which contains information about the current situation and which we will update regularly. The web page is www.eastsuffolk.gov.uk/xxxxxx

If you have any questions about these issues which you do not feel are covered by this web page, please call xxxxxxxxxxxx or email xxxxxxxxxxxx

Yours sincerely,

Heather Tucker | Head of Housing
East Suffolk Council