



Mrs XXXX  
XXXXXXXX  
Lowestoft  
Suffolk  
NR32 4BG

**Your ref:** 201001006022  
**Tenancy Number:** 70021076  
**Date:** 20/05/2022  
**Please ask for:** Your Rent Officer  
**Customer Services:** 03330 162 000  
**Direct dial:** 01502 523593  
**Email:** [estates@eastsoffolk.gov.uk](mailto:estates@eastsoffolk.gov.uk)

Dear Mrs XX

I wrote to you at the end of February to update you on the review of Housing services we are undertaking. East Suffolk Council takes its responsibility as a landlord very seriously and this review will help us to ensure we provide a good quality, cost-effective service, which delivers value for money for you, our tenants.

Our review is looking 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. We have been carrying out more inspections than usual to ensure that we have comprehensive and robust data across all these areas. Thank you for your patience as this work is done.

Our review also considered how we set our rental charges, to ensure we meet the requirements set out in the 'Rent Standard'. When I wrote previously, I explained that some tenants who moved in after 2014 may have been incorrectly charged a higher rent. An independent, external audit of every rent account is now underway. This will identify which tenants have been affected and calculate any overpayments that should be credited back to the rent account.

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 resolve any issues. If you have made overpayments on your account, you will only be informed by the Council and not a third-party organization.

I also told you East Suffolk Council had referred itself to the Regulator of Social Housing. Since then, the Regulator has considered the information we provided to them and has now shared its findings with us. As we anticipated, they confirm we have breached some important Housing Standards because of the issues we have identified with some safety data and rental charges. Their findings will be published in the form of a Regulatory Notice on 25th May 2022, on their website. Notices are published to provide full transparency for Tenants and the public.

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

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

The Regulator has, however also stated that we have engaged positively with the regulator and is taking “all steps necessary to resolve these issues.” In addition, they have said that “The Council has acted in an appropriate manner and understands the issues fully. It has taken appropriate advice and has developed a detailed plan to address all issues in a timely fashion.”

Please be assured that your safety is our highest priority, and that we strive to provide a good quality, cost-effective service, which delivers value for money for you, our tenants. We do understand that you may have questions. We have set up a web page which contains information you should find helpful. This will be updated regularly as our work progresses.

The web page is [www.eastsuffolk.gov.uk/housing2022](http://www.eastsuffolk.gov.uk/housing2022)

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Heather Tucker', with a small dot below it.

**Heather Tucker | Head of Housing**  
East Suffolk Council