



BRIEFING NOTE TO RESIDENTS - CORONAVIRUS

This briefing note is intended to update you on any changes we make in response to government advice during the Coronavirus Pandemic.

GOVERNMENT AND NHS ADVICE

We continue to review daily the guidance being provided. Frequent meetings are being held by senior staff to ensure we respond to changing advice in a measured and thoughtful way.

The latest information from The Government and NHS can be found by visiting the following websites:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/>

We shall also update this note with any additional information and updates on any further measures taken in response to government advice.

ADDITIONAL INFORMATION ISSUED 19 MAY 2020

Office-based colleagues have successfully managed the transition to home working and there are no immediate plans to reopen offices, until we can be confident that this doesn't place unnecessary burdens on public transport or create unnecessary risks to colleagues' health.

SITE VISITS

Careful thought has gone in to identifying ways in which we can conduct essential site visits, whilst minimising the need for travel and the impact that this has on public transport and road systems. The home locations of colleagues has been mapped against site locations. Wherever possible, we will plan visits in order to keep travel to a minimum. Although this means that your usual Property Manager may not be in attendance, we believe that this is in the best interests of all concerned as well as complying with the latest guidance.

PERSONAL PROTECTION

Any colleague who is asked to visit a site will be provided with the necessary Personal Protective Equipment, in order to protect both residents and staff. In line with the latest government advice, this will include face masks and hand sanitiser. We have also provided clear guidance on how colleagues can work safely whilst on site. This includes maintaining a safe distance, as well as sticking to communal areas only and avoiding confined spaces such as lifts.

If you encounter a member of staff on site, please ensure that you maintain a minimum distance of 2 metres.

SERVICE CHARGE PAYMENTS

We would request that wherever possible you continue to *avoid sending cheques for service charge payments*. Payment can most easily be made using Faster Payment via internet banking.



Our bank account details are shown on the back of your service charge demand. Please remember to put your reference on any payment. Your reference is also shown on your service charge demand, in the format "ABCDE123".

Please be aware that *if you have no option but to make payment by cheque, there may be some delays in our ability to be able to bank and clear payment into your account.*

If you are experiencing financial difficulties as a result of the current health crisis, please contact your property manager who will endeavour to assist where possible.

HANDLING POTENTIAL POSTAL DELAYS

Please continue to help us *by keeping the amount of Royal Mail post to a minimum.* Wherever possible, we would ask that you email your usual point of contact in preference to sending hard copy communications.

COMMUNAL FACILITIES

A number of sites have a range of facilities such as pools, resident lounges and leisure. These will continue to remain closed for the time-being. Based on most recent guidance, it seems likely that this will remain unchanged until July, although we shall continue to monitor and comply with the latest government advice.

If you have any questions concerning the information contained in this communication, please contact your usual property manager. We shall continue to update you and in the meantime wish you the very best of health.