

BRIEFING NOTE TO RESIDENTS - CORONAVIRUS

INFORMATION ISSUED 24 MARCH

Last night, the Prime Minister advised that everyone should only leave home for:

- Shopping for basic necessities
- One form of exercise a day
- Any medical need/care for a vulnerable person
- Travelling to and from work, only if absolutely necessary.

We believe that the majority of site-based staff would be deemed absolutely necessary, to the extent that they deal with a number of life systems, are responsible for ensuring Health and Safety and site security, as well as helping to support more vulnerable residents, where needed.

It may be possible for us to reduce staffing levels, without jeopardising the health and welfare of residents. We are giving this careful consideration, analysing specific needs on a site by site basis. We are also factoring into this analysis where we may be able to amend shift start and end times to avoid high volume travel times. In this way we can try to reduce the risks relating to travel and exposure to crowds.

There are a number of things residents can do to help ensure the safety and continuity of site-based services please:

- Follow locally issued advice with regard to ***minimising deliveries***
- Observe government advice on ***social distancing*** at all times whilst in communal areas
- Try to ***keep personal contact with site staff to an absolute minimum*** and utilise email or phones where needed rather than having face to face conversations.
- Ensure that you ***dispose of refuse appropriately***, in order to reduce the need for cleaning services.

CLOSURE OF COMMUNAL AMENITIES

In light of current government advice concerning social distancing, we are recommending that ***all indoor communal amenities (such as screening rooms, meeting rooms and other resident social areas) should close with immediate effect.*** We believe this is necessary in order to support the Government's request that we all do all we can to reduce the impact of the Covid 19 pandemic on the NHS and we encourage residents to follow advice concerning social distancing.

This is also necessary, so that we can ensure that site-based staff are able to focus on provision of essential services, especially in the light of higher volumes of residents working from home. For the time being, we are recommending that outside amenities remain open. This will only continue to be possible if residents comply fully with advice concerning social distancing and limit the number of households using such spaces at any one time.

We are confident that you will understand why these extraordinary measures are necessary and will support these initiatives by continuing to follow government advice.



SERVICE CHARGE PAYMENTS

Wherever possible please ***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.***

Thank you for your continued support.

As a result of the Covid 19 world pandemic, we understand the concern this will cause, therefore the above briefing is intended to provide information on Rendall and Rittner Ltd's response and advice on the evolving situation. The latest advice is outlined above.

GOVERNMENT AND NHS ADVICE

We are reviewing daily the guidance being provided. Frequent meetings are being held by senior staff to ensure our response is amended and updated as required.

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/>

Below is a note of previous information issued, for your reference.

PREVIOUS INFORMATION ISSUED 23 MARCH

A number of sites have a range of pool and leisure facilities. We shall be complying fully with most recent government advice to ***close gyms and pools with immediate effect***. We recognize that this will impact significantly on a number of residents, but wish to actively support the Government's advice to do all in our power to minimise the impact of the current pandemic.

We are currently considering whether there are other amenity facilities which should also close and will keep this under review as events develop.

PREVIOUS INFORMATION ISSUED 18 MARCH

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HANDLING POTENTIAL POSTAL DELAYS

Please 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.

POOL & LEISURE FACILITIES

A number of sites have a range of pool and leisure facilities. Where this is the case, based on the most recent expert advice, it is now necessary to ***close all saunas and steam rooms with immediate effect***. Current advice is that pools remain safe to use, since water treatment routines mean that viruses and bacteria are eliminated. In most cases, pools will therefore remain open unless there are specific local reasons for their closure.

We have arranged for additional cleaning of all leisure facilities, but would request all users to also be vigilant and to:

- Ensure that you clean down equipment before and after use, together with other high traffic facilities (such as lockers)
- Do not use any leisure facilities if you feel unwell, have a temperature or a persistent cough.
- Bring your own towels and remove after use, in order to reduce the risk of infection for staff.

In some isolated cases, there have been difficulties in obtaining supplies of cleaner and wipes for use of residents. Where this is the case, we have instructed that gym facilities should be closed temporarily until new supplies have been obtained.

PREVIOUS INFORMATION ISSUED 16TH MARCH

BUSINESS CONTINUITY PLANS (BCP)

As you would expect, we have plans in place to deal with emergency situations. These are being reviewed and tested in line with the guidance being provided.

MANAGEMENT OF BUILDINGS

We have and are:

- Reviewing the frequency of cleaning within high trafficked areas and particularly focussing on additional cleaning / sanitisation of door push plates, lift buttons, door handles etc.
- For manned buildings, we have provided guidance to site staff, which will be continually reviewed and updated as required. This includes what to do if they feel unwell, have or intend to travel abroad and guidance on preventing germs and the virus spreading. All advice is based on The Government and NHS guidance referred to above.
- Recommending hand sanitisers and antibacterial sprays be made available at reception desks and for staff to use on reception / office equipment. This is subject to items being in stock.
- Reviewing stock levels of cleaning products and relevant spares held on developments.
- Liaising closely with contractors and suppliers to review their BCP's.
- Recommending that resident meetings or community events are postponed.

SELF ISOLATING

In line with the up to date government and NHS guidance, and due to the evolving situation, there will undoubtedly be a number of our residents who will be required to self-isolate. In these circumstances we must request that you:

- Follow the guidance / information provided: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
- Notify any potential visitor including contractors and staff requesting access to your apartment that you, or any member of your household are self-isolating and restrict access as required.

We will continue to monitor and follow government advice on the changing challenges we all face. We will consider and adjust where necessary and will continue to be alert and flexible to the challenges ahead, to ensure the safety of staff and residents is maintained into the future.