

Coronavirus COVID 19 - Your health and wellbeing are our main priority.

We are closely monitoring the development of the Coronavirus across our communities and the impact this may have on our tenants and customers.

We want to reassure you that we are following the latest guidance from Government, the Chief Medical Officer and Public Health England to ensure we operate safely.

We will take every precautionary measure we can including the maintenance of high hygiene standards in our headquarters and community buildings and when visiting our tenants and customers in their homes. We also have in place the following additional measures:

- ✓ Employees regularly washing their hands and using hand sanitisers in between appointments
- ✓ Daily disinfectant cleaning of our headquarters and community buildings
- ✓ Regular updates to employees about the virus and how to delay and reduce its spread

In this situation, we strongly advise our tenants and customers not to visit our headquarters and instead contact us using digital channels or the telephone. Our Customer Services Team is available to be contacted for advice and assistance.

Currently all of our services are running as normal and if you have an appointment or a repair booked in the near future, this will go ahead as planned. If you are self-isolating and do not want this to happen then please contact us immediately to rearrange.

We are currently planning for reduced service provision to ensure we continue to maintain our essential services in the first instance and only essential/critical services if the virus escalates to an emergency level.

We are encouraging all tenants and customers to check the latest advice from Government, the Chief Medical Officer and Public Health England.

Please be assured we are working hard to ensure we continue to provide you with our vital services whilst also playing our part in a collective effort to protect public health and wellbeing.