Dear Resident,

COVID-19 Update – 24 March 2020

As you will be aware, last night the Government issued a nationwide instruction that people must stay at home. In line with the residential property management sector, this means that we are having to make some temporary alterations at your development. We apologise for the disruption and any inconvenience this may cause. Thank you for your patience and understanding during what is an unprecedented, and rapidly developing situation. As soon as we can revert to normal, we will of course do so.

Concierge/Sentra Security Staff - Unfortunately, we do not believe that concierge staff or any other members of FirstPort staff are classified as key workers under the Government’s guidance. This means that they will not be able to leave home to travel to your development. We have made sure that all IT equipment, parcels and keys are locked away safely during this time. Sentra Security will be present on site 24 hours a day at the Gatehouse. They will not be carrying out patrols but will be the first point of contact in extreme emergencies.

Security & Entrance Barrier - Residents are reminded to be extra vigilant during this time and to report any suspicious activity to the Police during lockdown. The barrier will be managed by Sentra during the day and night during lockdown. Should however, they need to respond to an extreme emergency, then this would be the only time the barriers would be left in the open position.

Keys – Residents won’t have access to spare keys during this period as per our previous communication on the 19 March 2020. As previously advised we will not be accepting or signing out keys during this time.

Parcels - Parcels will not be accepted during this time and will need to be left with the resident or a neighbour, or taken back to the depot for redelivery. Please ensure the delivery company has your mobile number as a means of contacting you although we assume that there will only be essential items delivered during this time.

Bin Stores/Rubbish - The bins will be taken out of the bin stores ready for collection as we believe that the refuse collections will still take place during this time as they may be deemed to be Key Personnel in this situation. The council have stated however, this is dependent on staffing levels available to them. The bin stores themselves will be locked shut as per guidance given. We would ask that you do not put rubbish bags in the communal areas as they will not be collected. It is resident’s responsibility to remove rubbish to the bins even if you are self-isolating. We request that: You do not leave out bulky items or throw away anything that can wait; that boxes are properly broken down; that nothing is left loose on the ground as it attracts vermin.

We have made arrangements for a large skip which has been delivered to the development in anticipation of excess rubbish and it will be located alongside the Health Club. It will be left unlocked in an effort to help residents with excess rubbish.

Cleaning - Communal areas of the blocks will not be cleaned during lockdown and there will be no litter picking on site. We would ask that you do not drop litter, and assist if you can by keeping the area outside your homes clean.

Garden maintenance & window cleaning - Routine contractors have been informed by First Port not to attend the development. Therefore, regular maintenance contractors, like cleaning, gardening or window cleaning, will not be allowed to travel to your development during this period and until these restrictions can be lifted reducing any associated risks of spreading the Coronavirus.

Emergency access - A set of keys for emergency use by authorised contractors to access communal amenities and services has been left with Sentra Security. These will only be used if it is necessary to check lift plant rooms, or any other vital systems behind a locked door. This does not include any keys for individual properties.

Lifts - Lifts have not been turned off, but we would encourage you to use the stairs if possible please as residents use the lifts at their own risk while there are no development staff on site. If you do choose to use the lift, please make sure that you do not share it with other neighbours, in line with social distancing advice. In the event of a lift failure please use the emergency call point in the lift and call emergency services on 999. We envisage that due to the restrictions that have been announced, servicing and routine maintenance for lifts is likely to be limited during this time which may include emergency response times.

Fire Safety - During this time emergency services are likely to be stretched, so please do take extra care to reduce the risk of fires by making sure that:

- No items are left in stairwells or corridors
- All rubbish is placed in bins - please do not leave refuse in communal areas
- All fire exits are kept clear
- You and all persons in your household know the evacuation procedure in the event of a fire in your property
- Please check that the smoke detectors within your property are operating correctly
Please be extra vigilant and if you discover a fire report it direct to the London Fire Brigade. The site fire policies should be followed. If you live in an apartment, there is guidance about the fire policy in place on the notice board in the communal area. It may be sensible to make yourself familiar with the process.

Although your on-site team are not present at the moment, the communal fire systems are fully operational. However, should you notice a fault on a fire panel please email if applies to the area or development where you live.

Pump Stations - Please help minimize the risk of pump station blockages by not flushing anything down the toilet system other than human waste and toilet tissue. Do not flush kitchen roll or wipes of any kind as these can block the system and affect the reliability of the pumps. We don’t want to be in a situation where waste could back up into residents’ apartments.

Parking - There is likely to be more cars on site during lockdown with everyone home at the same time; please ensure that you park considerately taking care not to block drives and any access ways for the emergency services. In an effort to be helpful to residents I have liaised with Virgin who have agreed to residents being able to use the gym car parks. This is a temporary arrangement and only whilst the gym remains closed.

Electric Meter Top Ups – If you live in an apartment and have an electric meter which requires topping up, please contact the gatehouse on 0208 502 9141. We will then look to provide access while practising social distancing. We encourage everyone to make plans to top up a sensible amount to reduce the risk of running out as we cannot guarantee immediate response.

Please be vigilant - Whilst we are all adjusting to these new circumstances, please help us and yourselves to reduce any opportunist crimes. Please make sure your possessions are locked away, doors are kept closed, and report any acts of vandalism or suspicious behaviour by strangers to the police.

Services still continuing - I am currently working at home whilst I am unable to travel to the development, so I am still available to assist with any questions you may have during working hours. I will be planning ahead with my operational colleagues to make sure that we are ready once these restrictions are relaxed to reinstate any reduced services as quickly as possible.

We are working to make sure that essential services, for instance reactive maintenance to breakdowns, leaks or electrical faults, or pest control can still be undertaken wherever possible by our contractors.

Our head office support teams are still working hard to support all of our customers. The business is monitoring the government advice closely to make sure that we are able to support you as best we can during these unprecedented circumstances. We are regularly updating our website with residents’ guidance, as well as issuing communications to customers via Your Property Online. We will:

- Work closely with our main framework contractors to ensure our supply chain can still support our developments for any reactive and high priority call outs during this time.
- Manage the buildings, terrorism and any other relevant insurances for our development.
- Manage your development bank account, held in trust for you and your neighbours.
- Manage your annual accounts and budgets.
- Support your site staff so that they are able to come back to work for you after these restrictions are lifted.

Contacting our customer services team - We have been working to make sure that our customer services team can still support you while working remotely. During this challenging time, please consider using email to contact us for less urgent matters as capacity in our customer services team is inevitably more limited and we are trying to prioritise genuine emergencies. You can email the team on help@firstport.co.uk.

Keeping you informed - As soon as the government provides guidance which allows us to reverse or relax these restrictions we will send you another update. We are closely working with our supply chain and seeking confirmation from Government via our professional bodies to seek any further clarity about any services that might still be possible to deliver under these new restrictions. If this changes any of the guidance we have issued, we will of course let you know. Please do visit our website on www.firstport.co.uk/coronavirus, Your Property Online to keep up to date with the latest information on COVID-19 and our management planning.

This is a fluid and evolving situation, and we thank you for your continued understanding. Like all businesses, we are rapidly adapting our approach to make sure we can continue to support our customers as best as the current restrictions allow. We will continue to keep you informed of any updates as and when we have them. If you have any questions, then please do not hesitate to contact us by email or telephone on Matthew.Smelling@firstport.co.uk (07971 937 401) or Nathalie.Vignolle@firstport.co.uk (07872 866 247). Thank you for your patience reading this and please stay safe. There is nothing more important that your general health and wellbeing so please look after yourself and each other whilst staying in contact with family, friends and loved ones via the beauty of the digital world we live in.

Kind regards

Matthew Snelling, Development Manager, First Port, Tel 0208 502 9141 (24-Hour Concierge)