Dear resident,

COVID-19 Update – 25 March 2020

As you know, the government advice on Coronavirus is constantly evolving with new updates and additional guidance being issued daily. We’re monitoring this closely and continuing to adapt our management planning to respond to the latest advice as it is released to make sure we are doing the right thing to keep our customers, colleagues and contractors safe.

You will have seen in our communication to you yesterday (24 March 2020) that we responded to the government’s announcement on the evening of 23 March when they issued a nationwide instruction for people to stay at home. We examined their guidance on what constituted essential workers (who were exempt from the instruction to stay at home). When assessing this initial guidance many of our site staff did not fit the classification as key workers. In response to this, we moved quickly to temporarily adapt our on-site services on developments to make sure that safety was maintained for all sites while also acting in accordance with this government guidance.

Since then, Matt Hancock, Secretary of State for Health and Social Care has now stated that those who cannot work from home should go to work "to keep the country running".

Robert Jenrick MP, Secretary of State at the Ministry of Housing, Communities and Local Government (MHCLG) has also offered additional clarification today on BBC Radio 4 that confirms that work should continue to maintain buildings for sanitation and fire safety reasons.

As a result of these clarifications and updates to the guidance we have today taken the decision to adapt our approach on site as follows. We sincerely apologise for any inconvenience these changes may cause, but we hope you understand that we are working quickly to support our customers, employees and suppliers while acting in accordance with the very latest guidance:

Concierge
We will be reintroducing the concierge service on site, but this is strictly in line with social distancing measures at the gatehouse and the development. However, we do expect parcels to be delivered directly to properties, in the interest of safeguarding staff and residents. Unfortunately this means that we are not in a position to accept or hold any of your parcels at this moment in time.

Refuse
We understand every site is different, and yesterday where possible we implemented the ability for refuse collection at street level. We will continue this at the present time wherever possible to make sure that bins can be easily collected even if site staff are unavailable and/or further restrictions are enforced by government. A site review will take place by the onsite team to arrive at the most sensible solution to manage the refuse. We have also arranged for a large container to be placed alongside the Health Club to help manage any excess waste.
**Cleaning, grounds maintenance & gardening**
These services will be reinstated but with the potential for a reduced frequency due to staff and/or contractor availability. We will be reinforcing to all operatives that they must be strictly following social distancing instructions and must not attend site if they or any of their household have symptoms or have been unwell, in accordance with the latest public health guidance.

**Lifts**
Our main lift contractors have confirmed that they will only be carrying out site visits for entrapments and emergency call outs. We would therefore still encourage you to use the stairs rather than the lift if this is possible or you are able to do so. If you do need to use the lift please make sure you do not share it with anyone outside of your household in order to adhere with social distancing requirements.

**Development Managers**
Wherever possible the onsite management team, will be attending the development to manage the site team. Between myself and Nathalie Vignolle, my Ass. Development Manager we will be varying our days at the development, with one of us reporting to site one day, whilst the other works from home.

We will be strictly following social distancing instructions during this period and, where possible, will try to avoid the use of public transport to travel to site. This may impact available hours at the development, but we will continue to be available on my email during working hours even if we are not on site.

**Keeping you informed**
As you can see, this is a rapidly changing situation. We will continue to keep you updated of any changes to our services required to comply with the government advice. We thank you for your continued understanding during this fluid and evolving situation.

Please stay safe!

Thank you,

Development Manager
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