

3 August 2020



To: All Sandbourne General Needs (18+), Leaseholder  
and Shared Owner Residents

## Coronavirus/COVID-19 – Update (6)

Thankfully, the number of coronavirus infections in our area remains low. However, in common with others, we are continuing to take a cautious approach to reinstating the services we provide in an effort to ensure that this remains the case in the future.

As you are aware, our telephone lines are now open between 9 am and 12 noon, Monday to Friday, and the office is manned by two members of the team during these times. The remainder of the team are continuing to work from home and this arrangement will next be reviewed at the end of August. Telephone messages can be left for us when the office is closed and we will respond to these on the same or next working day.

I am pleased to be able to confirm that we are once again able to offer a full repairs service, so provided that you or your household are not showing any symptoms of coronavirus, please report these in the usual way either via email at [repairs@sandbourne.org.uk](mailto:repairs@sandbourne.org.uk) or by calling us on 01202 671222.

In recent weeks we have received a number of enquiries from residents as to when they can expect to see more face-to-face contact with the team. We have no immediate plans to change the way we are working at the moment with the vast majority of contact being by means of telephone calls or in written form. We would, of course, review this position in the event of an emergency, where necessary.

The government advice in relation to shielding changed recently. If you have previously told us that you were either shielding or self-isolating and no longer are, then please let us know and we will update our records accordingly.

We also know that these are difficult financial times for many people, so if your circumstances have changed recently and you are struggling with rent payments, please let us know and we will do our best to signpost you to the advice that you need.

We continue to monitor the situation on a very regular basis and will continue to gradually re-instate our previous ways of working as and when we believe that it is safe to do so for everyone concerned.

Please continue to stay safe and follow the available advice to protect yourself, your family and your neighbours.

A handwritten signature in black ink, which appears to read "David Hall", is positioned above a horizontal line.

David Hall, Head of Housing