

13 March 2020

To: All Sandbourne Residents

Dear Resident

Coronavirus/COVID 19

This letter is being sent to all our tenants, leaseholders and shared owners.

You will be aware of the spread of the coronavirus and the impact that it has already had in some parts of the world in terms of limiting people's movements and the ability of organisations large and small to continue functioning in their usual way.

At the moment Sandbourne, and our contractors/partners are continuing to work as normal, but if the virus spreads as it is predicted to over the coming weeks our ability to continue to do so may become increasingly limited. Our Board and staff team are committed to delivering our services in the best way that we can, particularly to those in our 60+ accommodation (who are at higher risk from the Coronavirus). However, as the situation develops, this may mean that we have to make some changes to the way that we work and temporarily limit the range of services we provide.

For now, we will continue to provide our full range of services, and you should continue to contact us in the usual way. If you have access to email for general enquiries please contact us at info@sandbourne.org.uk or to report repairs please contact us at repairs@sandbourne.org.uk.

Going forward we have developed an Action Plan and, depending on how the situation develops, we are for example looking at:

- Prioritising emergency repairs and focusing on those associated with health and safety. These would include, for example, the servicing of gas appliances, repairs to heating systems, rectifying electrical faults and maintaining facilities such as lifts and Careline services. We are currently in discussion with all our main contractors to establish what contingency arrangements they are making to ensure that they can deliver this on our behalf.
- Identifying residents who may be particularly vulnerable, and have no local support either through statutory services or friends and family.
- Providing paper towel dispensers and pedal bins in the communal lounges and kitchens of the 60+ developments.

- Temporarily changing the cleaning specification for communal areas in flat blocks to increase the frequency that hard surfaces such as door handles are cleaned/ disinfected and reduce other tasks such as vacuuming of carpets.
- Scaling back non-essential visits and inspections to limit the potential spread of infection. In some situations, you may now receive a telephone call from us rather than a personal visit.
- Suspending the use of communal lounges and guest rooms, which may include cancelling some existing bookings. We will advise those affected if this needs to happen.

We are keeping our Action Plan under constant review and will be updating it regularly as the situation develops. **If and when we need to implement either the measures set out in this letter or any others we will do our best to give you advanced notice of the changes.**

In the meantime, we would ask that you follow the current Government advice to limit the spread of the virus, in particular:

- Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze
- Put used tissues in the bin straight away
- Wash your hands with soap and water frequently
- Try to avoid contact with people who are unwell, or if you feel unwell
- Clean and disinfect frequently touched items and surfaces
- Do not touch your eyes, nose or mouth if your hands are not clean.

Please remember that if you feel unwell and have a cough, fever, or difficulty in breathing do **not** visit the hospital or your GP, isolate yourself for 7 days and, if your symptoms get worse, then phone the NHS Helpline on 111. If you are unfortunate enough to contract the virus, please stay at home and notify us accordingly.

A copy of this letter, and any future notifications as to temporary changes that we make to the way we deliver services will also be available on our website wherever possible at: <https://sandbournehousingassociation.org.uk>.

We appreciate that this is a difficult time for everyone, but can assure you that we will continue to do our best to limit the impact on our services as much as we can and keep you informed as the situation changes.

Remember that if you live in a block of flats where there is a noticeboard or TV screen, you can also check those for updates. If you have difficulty seeing these please ask a friend, carer or relative to check them when they are visiting.

Yours sincerely



David Hall
Head of Housing