

8 April 2020

To: All Sandbourne residents

Dear Resident

Coronavirus/COVID 19 – Update (2)

This letter has been sent to all our tenants, leaseholders and shared owners.

In our last letter we told you of the temporary closure of our offices at Beech House, and the ways in which you could continue to contact us. Please remember, if you have an emergency and cannot email us, please contact Careline on 01202 452795 or, where you have one, use your pull-cord, as you would when our office is normally closed (for example at weekends and during bank holidays). Please remember that Careline are going to be very busy so only contact them for genuine emergencies and be patient if they don't answer the phone straight away.

For urgent repairs, please email repairs@sandbourne.org.uk as our maintenance team will pick these emails up.

For urgent housing or other general enquiries, please email info@sandbourne.org.uk and our admin team will forward these to the relevant member of staff.

We have completed many of the actions previously mentioned, but would now ask you to note the following.

- We are now operating only an emergency repairs service. These are repairs that relate directly to the health and safety of residents, or, for example gas servicing where we have a legal requirement to ensure that appliances are serviced annually. Our contractors are following the social distancing guidelines and we would ask for your co-operation in providing access to your home, if necessary.
- Unfortunately, the government's current definition of 'key workers' does not extend to cleaners, and therefore our current cleaning contractor is not able to carry out normal cleaning services for now. We are keeping this under very regular review and will reinstate the service as soon as we can. However, we have managed to engage a specialist cleaning contractor to carry out periodic deep cleans at our higher risk sites and we may be able to extend these to all communal areas if the lockdown continues for a long time. In all cases, it remains important that you follow the advice in relation to hand washing and social distancing when entering and leaving your home.
- Please dispose of your household rubbish responsibly and use the recycling facilities correctly. We are currently unable to remove bulk refuse and the local refuse collection services are stretched.
- We know that many residents are supporting each other, whilst following the social distancing guidelines, which is good to hear. Please remember that if you

need to speak more loudly than usual to be heard, be mindful of where the conversation is taking place and the potential proximity of your neighbours.

- Please follow the advice to stay at home and limit the number of visitors that you have as much as you can to limit the spread of the virus.
- Remember, if you or your family are self-isolating or displaying symptoms of the virus then please let us know and we will note on our records accordingly.
- We believe that we have now contacted most of those residents who may be vulnerable, and not have local support. Where requested, we are now making regular weekly welfare calls to those people to check that all remains well with them.
- There are now support services available for those who are considered vulnerable or at risk in all the areas where Sandbourne has homes. Should you need to access these the contact details are:

Bournemouth, Christchurch and Poole Council area:

'Together We Can' - Telephone number is: 0300 1237052 (available 8.00am – 8.00pm)

Ringwood area:

'Ringwood Coronavirus Support Group' Telephone number is: 01425 542031 (available 7.00am – 10.00pm)

Dorset Council:

Dorset Council has now set up a support group. Their telephone number is: 01305 221022.

As we have said before, we appreciate that people have seen their incomes affected as a result of the current situation. If this applies to you and are struggling to pay the rent, then it is very important that you take action quickly. You should contact us immediately and let us know how your financial circumstances have changed. You may also be entitled to receive housing benefit and should contact the local authority urgently on 0345 0344569 or apply for help online at www.bournemouth.gov.uk/CouncilTax/counciltaxsupport/claimonline.

We are keeping our Action Plan under constant review and will be updating it regularly as the situation develops. We will do our best to keep you informed of further measures that we decide to take and how these will further impact on our normal service.

We appreciate the difficulties that the current situation creates for everyone. Please follow the guidance of the government to help minimise the risks of infection and do what you can to stay safe and healthy in the coming weeks.

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: sandbournehousingassociation.org.uk.

Yours sincerely



David Hall
Head of Housing