

23 April 2020



To: All Sandbourne tenants, leaseholders
and shared owners

Registered office:
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Poole
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Tel: 01202 671222

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Dear Resident

Coronavirus/COVID 19 – Update (3)

Firstly, on behalf of the team here at Sandbourne we hope that you are keeping well, and are coping with the current restrictions. Please remember that, in addition to us, there are now a range of groups and organisations that can offer assistance to those who need it. We have provided contact details for these with our previous letters (also available at sandbournehousingassociation.org.uk/special-notice) and have also enclosed a list of helpline numbers that you can contact for additional support if necessary.

We are pleased to say that the vast majority of residents are following the government advice in relation to social distancing and avoiding gathering in communal areas. However, we have received a couple of isolated reports of people ignoring this advice and would urge them to stop and think about the potential risks as well as the distress that this behaviour can cause to their neighbours.

In the same way, we appreciate that as the weather improves some people may want to use the communal grounds for exercise or sunbathing. In either case again we would ask those who do so to respect the social distancing guidelines and not sit too close to paths or thoroughfares. Please also be aware of noise levels in case your neighbours are unwell or are key workers who may be working night shifts.

We would also like to thank those residents who have let us know that they are self-isolating or shielding themselves or members of their families. Please also remember that if you, or a member of your household, either displays the symptoms of Coronavirus, or is diagnosed as having it, we also need to know. This is simply so that we can take the necessary steps to protect our staff and contractors and, in doing so, reduce the further spread of the virus.

There have been a number of reports in the media of an increase in domestic violence during the lockdown which is concerning. If you are suffering from domestic violence, or you suspect that someone you know is, we would urge you to make use of the information that we have enclosed with this letter. Please remember that Sandbourne takes all reports of domestic violence seriously and that these can be considered as a breach of tenancy.

Calls may be recorded for information and training purposes

Information on how we use your personal data and your rights under the Data Protection Act 2018 are available on our website

Most residents will have seen, or will see shortly, some changes in the way that we are delivering services at the moment. In particular:

We have temporarily changed our cleaning contractors and the work that we expect them to undertake at our developments with communal areas. There is now a greater emphasis on the cleaning and disinfecting of hard surfaces in these areas, particularly those that are regularly touched such as door handles, door entry panels and lift controls. This new regime will remain in place whilst the lockdown continues. If you live in a flat with a communal entrance you will have received, or will shortly receive, details of the dates that the contractors will be visiting your site. Please remember that this in itself is not a guarantee against infection and we would again urge everyone to take sensible precautions when they are entering or leaving communal areas.

We have also agreed with our grounds maintenance contractors that they will scale back their service for the time being and limit their activities to work necessary to prevent hazards being created for residents. We are keeping this under regular review and will reinstate the normal service when it is safe for all concerned to do so.

As you know we are currently operating an 'emergency only repairs service' and will continue to do so for the duration of the lockdown. Please remember that these should be reported to repairs@sandbourne.org.uk where they will be picked up by our maintenance managers.

As previously stated we are continuing to undertake annual gas servicing which remains a statutory obligation and are also working with other contractors to maintain key services such as lifts, fire alarms and call equipment in the best way possible.

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. Until such time as we are able to re-open our offices, please do not leave any answerphone messages as we cannot guarantee that these will be picked up.

Whilst our offices at Beech House remain closed, please remember that 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). Careline continue to be very busy so only contact them for genuine emergencies and be patient if they don't answer the phone straight away.

Finally, please do all that you can to stay safe and take care of yourself for as long as necessary in these difficult times and our thanks to those who have been helping and supporting their neighbours, we know that it is very much appreciated.

Yours sincerely



David Hall
Head of Housing