

12 June 2020



To: All Sandbourne tenants, leaseholders  
and shared owners

## Coronavirus/COVID 19 – Update (5)

We appreciate that over the last few months some of you may have felt rather deluged by letters and updates from us. This has been necessary to make sure that everyone had the information they needed at the time.

### Contacting Sandbourne

You will know that at the start of the lockdown our offices were closed and we have been largely reliant on email, post or telephone messages to communicate. Although we cannot yet fully re-open our office at Beech House, like many other businesses we are now able to make some further positive changes to the way we have been working.

We are pleased to say that, as from **Monday 15 June, our switchboard will be open to take telephone calls between 9.00 am and 12 noon, Monday and Friday each week.** During these periods we will have just two members of the team in the office (on a rota basis). They may not be able to deal with your issue directly but they will ensure that it gets to the right person, who will be continuing to work from home for the time being. You can, of course, also continue to contact us by email, our website, post or leave us a message outside of these hours which we can pick up when the office is not manned during the week.

Working in this way we believe that we can both further improve the accessibility of our service, whilst still protecting the health of the team and ensuring that we comply with the social distancing guidelines at all times.

### Contacting vulnerable residents

At the start of the lockdown we contacted those residents that we knew of who had no known friends or relatives living locally to check on their welfare and, where those people have asked for it, we have remained in regular weekly contact with them since then. With the partial re-opening of our telephone service, and the greater range of services that are now available to everyone, we will be discontinuing these calls from the week beginning 15 June.

Thank you again for your patience and understanding and please be assured that we will continue to do our best to provide the services that we can and make it easier for you to access them when it is safe for everyone to do so.

In the meantime, please do your best to stay as safe as you can.

A handwritten signature in black ink, appearing to read "David Hall", is written over a horizontal line.

David Hall, Head of Housing