

7 September 2020



To: All Sandbourne tenants, leaseholders
and shared owners

Coronavirus/COVID 19 – Update (7)

We are pleased to be able to let know that with effect from Monday 14 September 2020 we will be reverting to our normal office hours and members of the team will again be available on 01202 671222, between 9 am and 4 pm (Monday to Friday) to take calls.

At least for the time being we will continue to limit the number of staff who are in the office at any particular time but, from 14 September, there will usually be three rather than two members of the team in the office at the same time. We hope and expect that this means that a larger proportion of the calls received can be dealt with directly by staff. When not in the office, other team members will continue to work from home.

The telephone and email contact that we have had with residents over the last few months has, we think, generally worked fairly well. However, we also appreciate that there are a small proportion of issues that are best dealt with on a face-to-face basis.

With this in mind, also from 14 September, we have set up a number of meeting rooms in Southbourne, Bournemouth and Poole that will allow members of the team to meet with individual residents, if we think this is appropriate in a safe and socially distanced environment. If we need to arrange a meeting with any residents living in Ringwood then we will aim to make separate arrangements, possibly using the Greyfriars Community Centre.

We will make use of these rooms only where we think that face-to-face contact is the most appropriate way of resolving a particular issue. All the rooms will be set out to allow for social distancing, be equipped with sanitiser, and cleaned each time that they have been used. We will also insist that anyone attending such a meeting wears a face mask. Communal lounges, guest rooms and toilets will remain closed until further notice, for the reasons given to those residents affected in Bournemouth 60+ properties in their last Covid-19 Update (6).

We think this is a further step towards returning to the service Sandbourne provided before the pandemic but will, of course, continue to monitor the situation very closely and make further changes only when it is safe to do so.

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

A handwritten signature in black ink, appearing to read "David Hall", is located below the text. The signature is written in a cursive style with a long horizontal stroke at the end.

David Hall, Head of Housing