



To: All Sandbourne tenants, leaseholders and shared owners

Coronavirus/COVID 19 – Update (9)

After so many months of uncertainty and worry, recent announcements about the effectiveness of vaccines and the roll out of the vaccination programme are finally encouraging and, we are sure, very welcome to everyone.

Hopefully in the coming months all our lives will return to something that we will recognise as being more normal, but this will take time and seems likely to happen in a number of stages. In the meantime, we will continue to review our services regularly and reinstate the way that we provide these when it is safe for everyone to do so.

The easing of lockdown 2.0 at the beginning of the month, into Tier 2, has allowed us to begin to be slightly more flexible with the number of staff being in the office on any particular day, although it is unlikely that all staff will be returning to Beech House together for some time to come.

Remember, apart from during our Christmas and New Year shutdown, the telephone lines (01202 671222) are open between 9.00 am and 4.00 pm Monday to Friday and if the person you want to speak to is not there, a message to contact you is relayed to them very quickly and, subject to their availability, you should still receive a call back the same day. You will also be able to leave us a voicemail message when our lines are busy or the office is closed.

Following the easing of the lockdown, we have returned to a full repairs service that now includes routine as well as urgent and emergency repairs. You can continue reporting all repairs by emailing repairs@sandbourne.org.uk, using the repairs contact form on our website, or by calling the office.

Upcoming office arrangements – December and January

Please be aware that, in addition to the office being closed over the Christmas period from 12.00 pm on 24 December through to 9.00 am on 4 January (as highlighted in our Winter newsletter), **we have recently been made aware by SSE that the power to Beech House will be interrupted between 9.30 am and approximately 1.00 pm on Wednesday 6 January. This means that our office telephone lines and IT facilities may be affected whilst they connect a new electricity supply in the area.** If you need to report an emergency over the Christmas period, please call Careline on 01202 452795. However, on 6 January you should still be able to ring our office telephone number as we are able to divert our calls to a member of staff.

Policy consultation

In common with many other businesses throughout the pandemic, Sandbourne has tried wherever possible to take a 'business as usual' approach, so we are also taking this

opportunity to let you know that we have a revised policy which we would like to consult with residents on. You will recall that we usually carry out these consultations via our newsletter, as we did in the Winter edition in relation to the Policy on Reasonable Adjustments.

The Policy for consultation is the Policy on Complaints and Compliments. You can access this Policy on our website (www.sandbournehousingassociation.org.uk) under the Information & Downloads tab, or contact us at the office and we can send you a copy. This new policy was agreed by the Board, in principle, at its December Board meeting and will go to the first 2021 Board meeting to be re-considered and formally approved. Any feedback should be received by us no later than **Friday 8 January 2021**.

Car Parking

We would remind all residents who live in our blocks of flats that failing to park in marked bays could have serious repercussions for other residents if the emergency services have to attend and cannot get close to the entrance to the building.

Bournemouth 60+ communal facilities

Communal lounges, guest rooms and toilets will still remain closed until further notice, for the reasons given to those residents affected in our Bournemouth 60+ properties in our Covid-19 Update (7).

Christmas

Finally, all the team here at Sandbourne would wish you a Merry Christmas and ask that to keep your family, friends and neighbours safe into the new year you follow the government advice over the festive period.



David Hall
Head of Housing