

7 January 2021



To: All Sandbourne tenants, leaseholders
and shared owners

Coronavirus/COVID 19 – Update (10)

It is sad and frustrating that we start the New Year with another national lockdown and once again we can give you no reliable indication as to when the way that Sandbourne delivers services to you will return to normal.

In summary, the lockdown means there are only a limited number of reasons that you should leave home including:

- to shop for necessities, for you or a vulnerable person
- to go to work, or provide voluntary services, if you cannot reasonably do so from home
- exercise locally, limited to once per day
- meet your support bubble or childcare bubble where necessary
- seek medical assistance or avoid injury, illness or risk of harm
- attend education or childcare - for those eligible.

The announcement on 4 January required us to make several decisions very quickly, but we have made these with a view to maintaining services in the best way we can over the course of the coming weeks. You should be aware that with effect from 5 January:

- Our office at Beech House is closed. All the team are now working from home at least for the next few weeks. **The main office number (01202 671222) has been diverted to mobile phones and one of the team will be available to take your call between 9.00 am and 4.00 pm each day as usual.**

As you will appreciate, this means that it may take slightly longer for messages to get to the relevant member of the team but we will do our best to limit any delay in responding as much as we can.

We expect that one of the team will be visiting the office regularly to deal with post but, wherever possible, we would suggest that you either contact us by email at info@sandbourne.org.uk or telephone us on the main office number to ensure the quickest response.

- Regrettably, in the interests of safety, we have returned to a position where for the duration of the lockdown our repairs service has been scaled back to focus only on urgent and emergency repairs. We will however continue to undertake all regular safety checks and servicing in the usual way. Where possible, please report repairs by email at repairs@sandbourne.org.uk, by using the repairs contact form on our website, or telephoning us on the main office number.

- Our preliminary discussions with our contractors indicate that currently they expect to be able to continue delivering communal cleaning and grounds maintenance work as normal. We will advise you of any changes to this as they happen.
- In accordance with the current government guidance, we will continue to undertake repairs in vacant properties and, where we are satisfied that re-letting these does not pose a significant risk to others, will allow new residents to move in.

All these arrangements will be reviewed by no later than 15 February 2021.

Assistance and support

Please remember that there are a wide range of organisations available to offer help and support to those that need it. Copies of the contact details, provided to all residents last year, can be found on our website on our Coronavirus update page under the Help & Guidance section. However, if you are not able to access the website, please phone the office and we may be able to provide the information that you need.

With the infection rate continuing to rise in many parts of the South West we urge everyone to follow the guidance so that we all stay safe and well. Our thanks for your support and assistance in this.

A handwritten signature in black ink, appearing to read 'David Hall', with a horizontal line underneath it.

David Hall
Head of Housing