

9 December 2021

To: All Sandbourne tenants, leaseholders
and shared owners



Coronavirus/COVID 19 – Update (14)

You may remember that when we last wrote to you in July we hoped that would be the last COVID-19 update that we would need to give. Sadly, with the emergence of the 'Omicron' variant and the government announcement on 8 December it is necessary for us to again make some, we hope temporary, changes to the way in which we provide services to you.

In line with government advice to 'work from home if you can', from 13 December we are reducing the number of members of the team who work in the office at any given time to two. This will be arranged on a rota basis with the rest of the team working from home. It may therefore take a little longer than usual to respond to enquiries and we thank you for your patience with this.

There will be no change to our usual office opening hours of Monday to Friday 9 am to 4 pm, and, in addition to still phoning us, you can continue to contact us by letter, email to info@sandbourne.org.uk or via our website.

Please remember the usual seasonal closure from 12 noon on 24 December through to 9 am on Tuesday 4 January 2022 and that, in the event of an emergency during this period, you should call Careline on **01202 392322**.

At the moment we will continue to provide all other services, including repairs, safety checks, and personal visits/meetings with residents as required in the usual way, and ask everyone to follow the government advice in relation to social distancing and mask wearing.

Whilst the current guidance does not require face masks to be worn in the communal areas of blocks of flats we would recommend that, if the development where you live has for example a communal lounge or laundry which you use, that you take this precaution for your own safety and that of your family and neighbours. Guest rooms and lounges will remain open at the moment.

The government is due to review the current advice on 4 January and then again at the end of that month. We will keep you advised of any further changes to the way that we will provide services as and when the outcome of these reviews is known.

In the meantime, we wish you all the best for the Christmas season and hope that you and your family stay safe.

A handwritten signature in black ink, appearing to read "David Hall", is positioned above the printed name and title.

David Hall
Head of Housing