



CORONAVIRUS – COVID-19 – UPDATE

REGISTERED OFFICE CLOSED

Following the government's announcement during the evening of 23 March 2020, for an immediate lockdown, Sandbourne's Beech House office has been closed and our staff will be working from home.

Our telephone voicemail message will advise people of our closure and will advise them to email us and not to leave messages on our answerphone as we cannot guarantee being able to pick these up.

If you have an emergency and cannot email us, please contact Careline on 01202 452795 or, where you have one, use your pull-cord, as you would when our office is normally closed (for example at weekends and during bank holidays). Please remember that Careline are going to be very busy so only contact them for genuine emergencies and be patient if they don't answer the phone straight away.

For urgent repairs, please email repairs@sandbourne.org.uk as our maintenance team will pick these emails up.

For urgent housing or other general enquiries, please email info@sandbourne.org.uk and our admin team will forward these to the relevant member of staff.

We would ask for your co-operation by following the above guidance to help our staff continue to provide you with a good level of service for as long as possible. However, if you need help, please do contact us and we will try and do what we can.

We will continue to update our website (www.sandbournehousingassociation.org.uk) where possible and also the TV screen in some of our 60+ blocks of flats.

When we are able to re-open our registered office in Poole, we will write to you again.

In the meantime, please keep safe.

Thank you.