



Covid 19

How is HEPML responding to this situation?

As you know, the government advice on Coronavirus is constantly evolving with new updates and additional guidance being issued daily. We're monitoring this closely and continuing to adapt our management planning to respond to the latest advice as it is released to make sure we are doing the right thing to keep our customers, colleagues and contractors safe. We have continuity plans in place and are working with our suppliers to try and minimise any potential impact to the services we offer.

On Monday 23 March 2020 the Government issued a nationwide instruction that people must stay at home. Since then, Matt Hancock, Secretary of State for Health and Social Care has now confirmed that those who cannot work from home should go to work "to keep the country running". Robert Jenrick MP, Secretary of State at the Ministry of Housing, Communities and Local Government (MHCLG) has also offered additional clarification on Wednesday 25 March in an interview on BBC Radio 4 that confirms that work should continue to maintain buildings for sanitation and fire safety reasons.

As a result of these clarifications we have continued to adapt our approach on site to follow the latest government advice appropriately. We are working quickly to support our customers, employees and suppliers, while acting in accordance with the very latest guidance.

We thank you for your understanding, during what is an unprecedented, and rapidly developing situation. As soon as we can revert to normal, in line with Government guidance, we will of course do so.

Health & Safety

The health and safety of our residents, employees and partners remains our priority. Please be assured that we are continuing to monitor the latest Government advice on Coronavirus (COVID-19) and are adapting our management planning accordingly. The following information provides updates from our customer communications to keep you up to speed about what this means for your building.

Fire safety

During this time, emergency services are likely to be stretched, so please do take extra care to reduce the risk of fires by making sure that:

- ✓ No items are left in stairwells or corridors
- ✓ All rubbish is placed in bins – please do not leave refuse in communal areas
- ✓ All fire exits are kept clear

You and all persons in your household know the evacuation procedure in the event of a fire in your property

Please check that the smoke detectors within your property are operating correctly.

The fire industry association (FIA) today (25.03.20) has announced Fire Alarm Maintenance engineers are classed as key workers and will be continuing to deliver on Fire testing in your developments. This is great news and ensures your fire safety within the building where you live.

Essential reactive Maintenance

We are working to make sure that essential services, for instance, reactive maintenance to breakdowns, water ingress, electrical faults or pest control can still be undertaken wherever possible by our contractors.

Please note, Your patience and understanding is requested during this period, our contractors not only work for Hunters Estate and Property Management, resources are being stretched, especially with the supply of materials required for works, it is highly likely there will be delays in the coming weeks.

Bins & refuse collection

We expect your local authority to maintain refuse collections during this time. However, we do need your help to keep rubbish in tied bags and evenly distributed between your development bins please. This is important to make sure that bin collections can take place, and that overflowing waste or dumped bulky items are not left blocking access, and to reduce the likelihood of attracting pests or rodents. If you notice any refuse issues, please notify your property manager and we will liaise with the local authority and/or key contractors, as required.

Please no dumping of items in or around the refuse bin area. We ask for full co-operation regarding this. It is an additional service charge cost to have a waste removal company remove large items. During this period, they well may not be operating.

Communal Area Cleaning and Gardening, Grounds maintenance & Window cleaning

These services will carry on where possible, but with the potential for a reduced frequency due to staff and/or contractor availability. We will be reinforcing to all operatives that they must be strictly following social distancing instructions and must not attend site if they or any of their household have symptoms or have been unwell, in accordance with the latest public health guidance.

Lifts

Our main lift contractors have confirmed that they will only be carrying out site visits for entrapments and emergency call outs. We would therefore encourage you to use the stairs rather than the lift if this is

possible or you are able to do so. If you do need to use the lift please make sure you do not share it with anyone outside of your household in order to adhere with social distancing requirements. In the event of a lift failure please use the emergency call point in the lift and call emergency services on 999. Lift engineers are currently not classed as key workers by the government, this may change in the near future. Property management organisations are raising this with Government presently.

Services continuing

- ✓ Your Property Manager and Management team are still available to support you and your building. We have set up our systems to work remotely.
- ✓ We will continue to work closely with our main framework of contractors to provide support to our buildings for any reactive and high priority call outs during this time.
- ✓ Manage the buildings insurances.
- ✓ Manage your bank accounts, held in trust for you and your neighbours.
- ✓ Manage your annual accounts and budgets.
- ✓ We are planning ahead to make sure our on-going projects across the portfolio can be resumed as soon as possible once restrictions have been lifted.
- ✓ We are continuing to process via email and telephone calls all communications from you.

Staying well and Healthy

Please refer to the links below for the most up to date information from the government and NHS about the Coronavirus situation in the UK:

www.gov.uk/coronavirus

www.nhs.uk/coronavirus

www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public

www.gov.uk/foreign-travel-advice

Please follow the latest guidance and updates issued by the Government, Public Health England (PHE) and the NHS.

Hunters Estate & Property Management Ltd want you to be informed. Please, if you have any questions or concerns please do not hesitate to contact us at management@hunters-group.co.uk or call 01444 254400 (option 3 for property managers and option 4 for accounts)

Please Stay Safe