

Announcement from Residential Management Group

Covid-19 Communication to Customers March 24th 2020

Following the Prime Minister's announcement on Monday evening outlining the further measures the Government has introduced to limit the spread of Covid-19, we have carefully considered the services provided on your site by contractors as well as on-site staff where they are present.

For health, safety and hygiene purposes we believe that services should continue and we have advised contractors to make sure they observe social distancing advice and that they do not enter individual apartments. The priority will be on cleaning services on the developments. However, we are aware that, owing to the directive that all non-essential retail outlets should close, many building material suppliers are shutting and contractors may experience supply problems. Furthermore, we have also been made aware that transportation of contracting staff to/from site can be affected by social distancing measures so we may observe some disruption to normal routines. We will continue to monitor our sites and will respond accordingly to maintain services, sourcing alternatives if necessary, but please bear with us if you observe some problems. We will prioritise the repair order instructions to those which relate to Health & Safety and security issues.

Health & Safety and Fire Risk Assessments will continue but the Risk Assessor will also not enter apartments. Any urgent hazards identified from the risk assessment will be dealt with. On-site staff will continue to be supported and, in recent guidance, have actually been recognised as providing important frontline service in keeping buildings safe. However, if you need to speak to a member of on-site staff please can you call them or, if you need to speak in person, observe social distancing.

All arrangements will be reviewed as and when further information is provided and, as soon as restrictions are lifted, we will react immediately to return services to normal if they have been disrupted.

In the meantime, the majority of RMG staff continue to work from home and customers should continue to contact RMG using the usual methods. Our Customer Service Centre will continue to operate 24/7 services and handle all forms of communication. If you are aware of a problem at your property which needs to be attended to then please report this through to the Customer Service Centre in the normal way. As mentioned in our previous bulletin, if you find yourself in difficulties meeting your service charge obligations because of a matter relating to Covid-19 please make contact with us.

RMG will continue to follow Government and NHS guidance with regard to the control of the spread of the virus to protect both staff and customers. If any of the present circumstances change for whatever reason then you will be informed.

Please keep safe and well and our best wishes to everybody.

Residential Management Group Limited