

23 April 2020

Dear Resident

COVID-19 Outbreak: changes to cleaning services

We're writing to you with a further update to the communal cleaning service you receive.

We were working to increase the frequency of cleaning visits to sheltered scheme blocks. In order to keep everyone safe, our contractors are currently working to strict social distancing measures. This means that their staff are often working alone, which has created some difficulties in being able to take on extra duties. As a result, our contractor is unable to provide an additional weekly visit as we had originally arranged.

Your existing weekly cleaning visit will still take place on its usual day, and please be assured that our contractors are paying special attention to the sanitation of hard surfaces, so you are kept as safe as possible.

Your health and wellbeing are of utmost importance to us, so please continue to report any health and safety concerns to us on **0800 917 6077** as soon as you can.

As you will be aware, we launched a new service on our phone line for you to find out the latest updates and ask any questions during the coronavirus outbreak. This can be accessed by calling us on **0800 917 6077** and selecting **option 4**. We invite you to get in touch with us at any time and remember, we're on hand to keep you safe in your home.

Thank you for your understanding and stay safe.

Yours sincerely,

Natalie Clark
Customer Relations Team Leader

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