



Address Line 1
Town
County
Postcode

Thursday 1st October 2020

Dear Customer,

RE: Update on our services in response to Coronavirus (COVID-19)

We hope you are continuing to stay safe and well.

It's been a while since we last wrote to you, so we wanted to get in touch to provide you with an update on our services.

All our services are currently in full operation with our colleagues and contractors managing a backlog of repairs and services such as grounds maintenance.

The safety of you and your home is our priority, so we want you to know that we are consistently following government guidance and have enclosed some information about what you can do to help if we need to attend your home.

Keeping you updated

We understand the coming weeks are likely to present us all with more uncertainty, so it's important you're able to access information on our services when you need to.

Our communications are always sent by email first and placed on our website. This is because it is the most efficient way to communicate with our customers. We understand that some customers may not be able to access digital updates, so we've introduced a feature on our phonenumber where you can ring us on **0800 917 6077** and select **option 4** to access our latest service status.

These challenging times can bring a lot of sudden changes. Please, don't miss out on our digital updates and other useful information and **if you have an email address, share it with us today.**

Overleaf you'll find a summary of our current services and other useful information. If you have access to the internet, this is also available on our website at:

thrivehomes.org.uk/coronavirus

Going forward, you can find our current service updates via our phonenumber and don't be afraid to reach out if you need us. We're on hand to keep you safe in your home.

Wishing you well,

Thrive Homes

Thrive Homes, Westside, London Road, Hemel Hempstead HP3 9TD
freephone: 0800 917 6077 enquiries@thrivehomes.org.uk

Thrive Homes Limited trading as Thrive Homes – a charitable Community Benefit Society.
Registered office: Westside, London Rd, Hemel Hempstead HP3 9TD.
Registered under the Co-operative and Community Benefit Societies Act 2014 reg no 30398R.
Registered with the Regulator of Social Housing (RSH) reg no L4520. VAT registration no 926 6337 07.

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Repairs and maintenance

These services are currently in full operation with our colleagues and contractors working hard to manage a backlog of repairs and services such as grounds maintenance. You are now able to report and arrange routine repairs and can do so by visiting thrivehomes.org.uk or calling **0800 917 6077**.

Our gas and electrical servicing programme also remain in operation. This is a vital service to keep you and your neighbours safe and we'd like to thank our customers for continuing to let us in during these uncertain times.

We understand some customers may have concerns about works taking place in their home. We'd like to reassure you that our engineers are adhering to strict government guidance so we can keep each other safe.

Please let us know if you're self-isolating and we will make additional arrangements to carry out the works safely. You can learn about what you can do to help us keep each other safe by reading our enclosed information sheet.

General enquiries

Our office-based colleagues continue to work from home and can be reached on **0800 917 6077** to assist you with any enquiries you have.

Rent and service charge payments

These are difficult times, and we know that coronavirus (COVID-19) is causing real hardship for many customers. If you're concerned about being able to make payments, please call us on **0800 917 6077**.

Staying safe in and around your home

Communal lounges and kitchens in our sheltered schemes remain shut. We are continuing to carry out monthly health & safety inspections and as always, we ask that you keep any communal areas clear. You can report any issues or risks by calling **0800 917 6077**.

Our contractor is still carrying out scheduled fire alarm tests and checks to communal areas, and we'd like to remind you to test your smoke and carbon monoxide alarms weekly too. Let us know if you discover any issues by calling **0800 917 6077**. If you don't have either of these alarms in your home, please get in touch and we will arrange one for you.

Be vigilant, stay safe

Sadly, there have been cases of fraud across the country connected to COVID-19. These scams might take the form of selling fake testing kits or asking for pension transfers. Stay vigilant, and if in doubt contact Action Fraud on **0300 123 2040**.

Extra support from Age UK Advice

With measures constantly changing, there is a possibility some customers may feel isolated at points and we'd like to remind you that you are not alone. If you'd like to speak with someone you can contact **Age UK Advice** for free on **0800 169 65 65**.

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