



Address Line 1
Town
County
Postcode

Thursday 5th August 2021

Dear Customer,

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

Thank you for your continued support and understanding over the past 18 months as we have all faced many challenges.

The easing of measures brings no significant changes to our services, which have been in full operation for most of the pandemic. Our commitment to keeping you safe in your home is still our priority, and it's for this reason we will be continuing to practice safe ways of working such as wearing face coverings, sanitising regularly and social distancing.

We're pleased to announce that communal lounges will be open from **1st September 2021**. Whilst this change may benefit your mental wellbeing, we encourage you to stay cautious to minimise spread of the virus. We have provided some more information about the reopening of communal lounges overleaf.

Other possible challenges

Whilst the Government's measures have been lifted, we now face other challenges that are beyond our control. This mainly impacts our repairs and planned works services where we or our contractors may experience staff or material shortages. This means that you may have to wait a little longer than usual for an appointment and there is a chance we may have to re-arrange some appointments at short notice. We'll be in touch if this directly impacts you.

We would really appreciate your understanding should this occur, and we'd like to reassure you that we will always make sure that your safety is never compromised.

Keeping you informed

As always, if anything changes, we will be in touch and you can access our latest service status by calling us on **0800 917 6077** and selecting **option 4**. We always send our communications by email first and **we don't want you to miss out**, so please - if you have an email address, share it with us today.

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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Communal lounges

Your communal lounge will be open and available for use as of **1st September 2021**. The usual cleaning service and frequency will continue, and our team will carry out their usual inspections.

Whilst socialising in the communal lounge may bring many positive benefits, we encourage you to stay cautious by:

- wearing a face covering
- carrying hand sanitiser with you so you can sanitise your hands regularly
- ventilating the area by opening windows and doors
- maintaining social distancing where possible.

If restrictions change in the future, we may have to close the communal lounges again and we will keep you informed if this happens.

Gas and electrical servicing

Gas servicing and electrical safety checks are essential to make sure your home is safe and well maintained. It's important we can access your home to carry out these services which - **if left** - could compromise the safety of you and your loved ones.

Please, don't put your safety at risk. Keep to your gas and electrical servicing appointments.

Repairs and maintenance

We are continuing to carry out routine repairs and maintenance. You can arrange routine repairs on the myThrive hub by visiting thrivehomes.org.uk/mythriv hub or calling **0800 917 6077**.

Staying safe in and around your home

Our monthly health & safety inspections continue and as always, we ask that you keep any communal areas clear.

Our contractor is still carrying out scheduled fire alarm tests and checks to communal areas. Please remember to test your smoke and carbon monoxide alarms weekly. 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, vaccinations or asking for pension transfers. Stay vigilant, and if in doubt contact Action Fraud on **0300 123 2040**.

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