

[NAME]
Address Line 1
Address Line 2
Town
County
Postcode

Thursday 16th April 2020

RE: our response to Coronavirus (COVID-19)

We hope you are well and keeping safe at home.
We're writing to you to provide an update on our services and reassure you of our commitment to keeping you and your home safe during the coronavirus (COVID-19) outbreak.

We want to make sure accessing information on our services is easy for all customers, so we're introducing a new feature on our phone line for those who are unable to access our digital updates. As of Thursday 23rd April, you can ring us on **0800 917 6077** and select **option 4** to speak with one of our friendly customer service agents and access the latest status on our services.

Our regular communications are always sent by email first. This is because it is the most efficient way to communicate with our customers. You're receiving this information by post because you may be a vulnerable person and/or we currently do not have your email address on file, and we want to make sure you have information you need to hand to stay safe in your home during this time.

These challenging times can bring a lot of sudden change, so it's important we stay in touch so we can continue to keep you and your home safe. Please, don't miss out on receiving our updates and other useful information, **update your email address with us today**. Overleaf you'll find a summary on our current services and other useful information. If you have access to the internet, this can also be found on our website:
customers.thrivehomes.org.uk/coronavirus

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

Thrive Homes

Thrive Homes Finance PLC, 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:

We are currently prioritising emergency, health and safety and compliance works (gas servicing) only which can be accessed by calling **0800 917 6077**. All routine and non-urgent repair appointments have been cancelled and we will let you know once we are able to reschedule these.

Our contractors are continuing to provide their usual cleaning service, with an additional weekly visit to sheltered schemes focusing on sanitising hard surfaces such as handrails. Some grounds maintenance services have been impacted - you can find out if there's a change to you by calling us on **0800 917 6077**.

General enquiries:

It's business as usual for our office-based colleagues who are working from home and able 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, get in touch with us on **0800 917 6077**.

Staying safe in and around your home:

Communal lounges and kitchens remain shut, and we are continuing to carry out monthly health & safety inspections. As always, we ask that you keep any communal areas clear and take extra care in and around your home, particularly when using outside space where grounds maintenance may not have been carried out. Please continue to report any health & safety hazards to us on **0800 917 6077**.

Our contractor is still carrying out communal weekly fire alarm tests and checks, and we'd like to remind you to test your smoke and CO2 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, get in touch and we will arrange one for you.

Community support and volunteering:

Are you in need of some extra support? Lots of local community groups have come together to offer a helping hand to those in need. You can get in touch with your local authority to find out about available support in your area. Alternatively, if you'd like to speak with someone you can contact Age UK Advice for free on **0800 169 65 65**.

We know self-isolation can be a difficult and lonely time for many. If you have extra time on your hands, giving back through volunteering is fulfilling and can help make this period easier. You don't have to commit to do your bit, you can offer any amount of time towards helping a neighbour or a support hub through your local authority.

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**.

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