



Address Line 1
Town
County
Postcode

Thursday 7th January 2021

Dear Customer,

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

We hope you are well and had an enjoyable festive break.

It's no surprise we are writing to update you on our services following the recent government announcement and introduction of another national lockdown.

Our services continue to be in full operation in line with government guidance – with some adjustments – and we have detailed these overleaf.

Whilst our colleagues are working hard to minimise any disruption to our services, there may be times where you will experience delays.

Due to circumstances outside of our control, there may be times where we or our contractors experience staff or material shortages. Rest assured; we will always ensure that your safety is not compromised.

Working together to keep each other safe

The safety of you and your home is our priority. We want you to know that our colleagues are following strict government guidance to work safely, so we will ask you to sit in another room with the door closed whilst we carry out any works.

Now we are all being asked to stay at home again, it's important we are able to carry out essential gas and electrical servicing as well as repairs and maintenance which - if left - could compromise the safety of you and your loved ones.

Unless you hear from us, any existing appointments will continue as planned, so please help us to keep you safe by keeping to your appointment and letting us in.

Keeping you informed

As always, if anything changes, we will be in touch and you can ring us on 0800 917 6077 and select option 4 to access our latest service status.

Do reach out if you need us - we are *always* 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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Gas and electrical servicing

Now we are all being asked to stay at home again, it's important we continue to carry out gas and electrical servicing as these are essential 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 and please talk to us if you have any concerns.

Repairs, maintenance and planned works

To ensure everyone's safety, some internal works will be delayed. This includes works where two people are required to complete them **unless** it is an emergency and/or health and safety risk. External repairs will continue as planned.

We are working hard to minimise any disruption to our repair services. Please be aware that at times you may have to wait a little longer for an appointment.

Other works may also be suspended as a result of possible material shortages or contractor availability beyond our control and this includes planned works (such as kitchen and bathroom upgrades). We promise to always keep you informed and we or our contractor will contact you if any scheduled works need to be postponed.

If you need an emergency repair, our team can be reached 24/7 on **0800 917 6077**.

Clinically extremely vulnerable customers, self-isolation and shielding

We understand that some customers may have concerns about us working in and around their home. We want you to know that our colleagues are adhering to strict government guidance to work safely whilst delivering essential services.

Please let us know if you have coronavirus symptoms or are self-isolating or shielding so we can make alternative arrangements. You can learn about what you can do to help us keep each other safe by reading our enclosed information sheet.

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 will remain shut. We are continuing to carry out monthly health & safety inspections and we ask all communal areas are kept clear.

Our contractor is still carrying out scheduled fire alarm tests and checks in communal areas. Please remember to test your smoke and carbon monoxide alarms weekly.

Extra support during lockdown

We understand 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 **Samaritans** for free on **116 123**.

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