

Dear Residents,

We've been watching and assessing the development of the Coronavirus (COVID-19) pandemic over the last several weeks with concern and we offer our thoughts for all those that have been affected.

We continue to closely follow the latest advice of the UK Chief Medical Officer, NHS and UK Government and are also in close contact with local authorities, public health and our agents to minimise the risk as much as possible.

Following government guidance, please:

- **Stay at home for 14 days if you have either: a high temperature or a new continuous cough. Anyone living with you will also need to self-isolate.**
- **Do not go to a GP surgery, pharmacy or hospital.**
- **If you feel your symptoms worsen please contact NHS 111.**

#### **Access to homes**

To ensure both resident and staff safety we've updated the access routes within our buildings.

- 1) Enter the main doors
- 2) Turn Right to the black spiral staircase
- 3) Please avoid the hand rail if you can safely do so
- 4) Use the first floor lifts to access your home as normal

#### **Social distancing and Co-working**

In line with government guidance, all co-working spaces have been closed until further notice and resident access has been removed.

The health and safety of our residents and team is paramount, this is why we have set up a 2 metre barrier around our reception desks. If you have organised a delivery please amend the delivery note to be delivered to your door, not reception. A table has been set up for all deliveries that arrive and are not delivered to your door, but please be advised our team will not be accepting deliveries.

Some access has been restricted to other areas and dedicated routes put in place throughout the buildings - this may include access to your mail boxes. Please refer to communications from your on-site team for more detailed access.

### **Maintenance**

We request that all maintenance queries are submitted via email and phone only. We will log all requests and prioritise all life threatening and key structural works. If you are self-isolating, please let us know in advance and we will work with you to find a solution.

If you are self-isolating, we have been advised by Public Health England that ventilation units need to be turned off to reduce spread. Rest assured, our ventilation systems are not linked between apartments but we do advise you to email or phone us if you are unsure how to turn this off.

### **Residents Only**

We are closely following the government's guidance on social distancing and want to ensure we are keeping our residents safe. We have a number of vulnerable people in the building so we do ask that there are no unnecessary visitors coming to the building, particularly those who are returning from travel.

**Please ensure that you cancel any visits you have planned as soon as possible.**

### **Increased Cleans**

Our Groundskeeper Andreea will be a lot more visible with immediate effect and we have asked her to prioritise key public areas including toilets and high-traffic areas.

Whilst we manage the communal areas, we do ask that you maintain regular cleans within your apartments.

### **Co-op Delivery**

Our partners, Croydon Co-op which is behind the building, have agreed to provide resident vouchers with a discount. We will post these into the letterboxes as soon as they arrive.

If you do need to isolate, Co-op have kindly set up a Deliveroo service for their store which will allow you to order your necessary items right to your front door.

If you wish to use this please [click here](#).

### **No-Smoking**

We would like to take this opportunity to remind all residents that this is no smoking building. We will absolutely not tolerate any form of smoking within the building, particularly at a time with such high health risks.

We will be monitoring all corridors and will be issuing warning letters should we note any resident's homes smelling like any form of smoke.

### **Event Cancellations**

Until further notice we will be cancelling all external and resident events.

**Local Hospital and GP Details:**

- **Croydon University Hospital: 530 London Rd, Thornton Heath CR7 7YE - 020 8401 3000**
- **East Croydon Medical Centre: 59 Addiscombe Road, Croydon, CR0 6SD - 0203 657 4170**

Our emergency response teams are actively assessing the situation on a daily basis and we have a very robust and comprehensive plan in place – for our residents and staff.

A gentle reminder that our team or security team are not trained medical professionals and we remind you to contact 111 if you have any concerns.

Please do email the team if you are concerned or worried as this is the safest method of communication.

Stay safe, support each other and look after yourselves.

The No.26 Team.

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