

## Advice for residents: Coronavirus

Issue 2 – 12 March 2020

Please be assured that we are continuing to monitor the latest Government advice on Coronavirus. We have continuity plans in place and are working with our suppliers to try and minimise any potential impact to the services we offer.

As you know, this is a developing situation and we would urge you to refer to the Government advice to stay up to date with the latest information and guidance:

### Government information and advice on the Coronavirus situation in the UK:

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

### Government advice on foreign travel:

<https://www.gov.uk/foreign-travel-advice>

### If you think you have Coronavirus symptoms:

- If there's a chance you think you could have coronavirus, do not go to a GP surgery or hospital. Stay indoors and avoid close contact with other people.
- Please call the NHS 111 advice line, or use the 111 online Coronavirus service available at: <https://111.nhs.uk/covid-19>
- Follow the advice given to you by the NHS 111 service

### If you are diagnosed with Coronavirus:

- Please follow the NHS and Government guidance about how to self-isolate
- Please notify our customer service team\* so that we can make sure that communal areas of your development can be deep cleaned to minimise risk of the virus spreading in your building

### NHS guidance on preventing the spread of germs:

We would encourage all residents to be mindful of the NHS advice on how best to prevent the spread of germs as they can live on some surfaces for hours. To protect yourself and others:

- Always carry tissues with you and use them to catch your cough or sneeze.
- Bin the tissue and, to kill the germs, wash your hands with soap and water, or use a sanitiser gel.

### Visitors and communal activities at your development:

In light of this developing situation, we would like to share some recommendations for the benefit of you, your family and your neighbours:

If your development has communal areas where group activities or events take place, we would strongly advise you to limit or postpone these.

If you're expecting visitors who have recently travelled to a country affected by Coronavirus, please consider whether their visit can be delayed or cancelled. If visitors are unwell, please encourage them to consider postponing their visit.

*\* For customer services, Property Services customers please call 0333 321 4080, Bespoke please call 0333 321 4045, and if you were formerly a BRAM customer please call 0333 005 0227.*