

Dear Resident,

COVID-19 Update – 26 March 2020

As you know, the government advice on Coronavirus is constantly evolving with new updates and additional guidance being issued daily. We're monitoring this closely and continuing to adapt our management planning to respond to the latest advice as it is released to make sure we are doing the right thing to keep our customers, colleagues and contractors safe.

You will have seen the government's announcement on the evening of 23 March when they issued a nationwide instruction for people to stay at home. We examined their guidance on what constituted essential workers (who were exempt from the instruction to stay at home). When assessing this initial guidance many of our site staff did not fit the classification as key workers. In response to this, we moved quickly to temporarily adapt our on-site services on developments to make sure that safety was maintained for all sites while also acting in accordance with this government guidance. This initially meant we would withdraw all on site concierge and caretaker roles where applicable and also cease all cleaning and gardening contract visits.

Since then, Matt Hancock, Secretary of State for Health and Social Care has now stated that those who cannot work from home should go to work "to keep the country running".

Robert Jenrick MP, Secretary of State at the Ministry of Housing, Communities and Local Government (MHCLG) has also offered additional clarification today on BBC Radio 4 that confirms that work should continue to maintain buildings for sanitation and fire safety reasons.

As a result of these clarifications and updates to the guidance we have now taken the decision to adapt our approach on site as follows. We sincerely apologise for any confusion and inconvenience these changes may cause, but we hope you understand that we are working quickly to support our customers, employees and suppliers while acting in accordance with the very latest guidance:

Site staff (if applicable)

We will be reintroducing the concierge service on site (if applicable to your development), but this is strictly in line with social distancing measures in our concierge receptions and communal areas. However, we do expect parcels to be delivered directly to properties where possible. We also anticipate there may be some occasional gaps in the concierge service due to transport restrictions.

Cleaning, grounds maintenance & gardening (if applicable)

These services will be reinstated but with the potential for a reduced frequency due to staff and/or contractor availability. We have reinforced to all operatives that they must be strictly following social distancing instructions and must not attend site if they or any of their household have symptoms or have been unwell, in accordance with the latest public health guidance.

Lifts (if applicable)

Our main lift contractors have confirmed that they will only be carrying out site visits for entrapments and emergency call outs. We would therefore still encourage you to use the stairs rather than the lift if this is possible or you are able to do so. If you do need to use the lift, please make sure you do not share it with anyone outside of your household in order to adhere with social distancing requirements.

Emergency Repairs and Maintenance

Our reactive maintenance contractors will also continue to provide callouts for emergencies involving essential work such as anything involving health & safety and fire safety, leaks, electrical, lighting, fire alarms, and AOVs.

Property Managers

If absolutely necessary where work cannot be carried out from home, property managers will be attending developments to maintain standards and manage the site team (if applicable). They will be strictly following social distancing instructions and, where possible, will try to avoid the use of public transport to travel to site. This may impact the available hours at the development, but they will continue to be available on email during working hours.

Keeping you informed

As you can see, this is a rapidly changing situation. We will continue to keep you updated of any changes to our services required to comply with the government advice. We thank you for your continued understanding during this fluid and evolving situation.

Thank you,



Property Manager
FirstPort