

Monday, 30 March 2020

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Dear Homeowner

**Re: Coronavirus advice**

We are contacting you today to give you some useful information regarding the Coronavirus situation and to inform you of the steps that we are taking to minimise the risk of infection for our residents and our staff. These decisions have been made following the latest guidance issued by government agencies. Above all, we will do our very best to ensure continuity, however, the measures that we will be putting in place involve a few changes that may affect you, as outlined in this letter.

**As of immediate effect:**

Following the latest government advice for UK employers, some of our staff are now working from home to enable us to maintain services. We have implemented all the necessary IT equipment and processes to keep the management of your property flowing, however this may affect response times, and we ask for your patience during this phase.

We are suggesting to clients that AGMs and resident meetings are postponed in line with advice on maintaining social distance and consequently, our property managers may not be available to attend any of these types of meetings in person.

**On-going:**

To enable us to communicate with our clients collectively we will be making a conference calling system available where feasible.

Where developments have site staff we will be keeping in touch with staff on a regular basis to provide them with as much support as possible and reviewing their duties. It may well be that we have to amend the work they currently undertake; we will attempt to keep everyone advised of any changes.

**Our advice to you:**

**If you live in one of the blocks we manage and you are aware of a CONFIRMED positive test for COVID-19 in your building. You can do this by emailing [h&s@fexcopropertyservices.co.uk](mailto:h&s@fexcopropertyservices.co.uk)**

There may be some disruption to the Royal Mail postal system in the coming months, so to avoid any missed mail, if you haven't already provided us with an email address can we ask that you do so. Please email the address below so that we can get you set up with email correspondence. [admin@remus-mgmt.co.uk](mailto:admin@remus-mgmt.co.uk) to switch to email correspondence.

[www.remus.uk.com](http://www.remus.uk.com)

You'll be able to manage your property, view documents, see all communications and make secure payments without ever missing a letter.

To stay safe, we advise you to follow the latest World Health Organisation (WHO) guidelines:

- Wash your hands with hot running water and soap (or sanitising hand wash) for a minimum of 20 seconds before and after touching communal surfaces
- Avoid touching your face
- Regularly clean communal surfaces such as door handles, handrails and phones with a disinfectant solution
- Keep a social distance of 1 meter when in public
- Avoid crowded spaces, although the latest guidelines do not include avoiding public transport at the moment

Full details of symptoms and the measures you can take to avoid becoming infected can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

And finally, we aim to keep you informed with all of the latest updates and information and guidance posters, which can be quickly accessed via our home page or the link below:  
<https://www.remus.uk.com/help-centre/coronavirus>

Should you have any queries or immediate concerns please contact us on **01722 328 685** or email [info@remus-mgmt.co.uk](mailto:info@remus-mgmt.co.uk)

Yours faithfully

**Remus Management Limited**