



18th March 2020

COVID-19 virus Update

Dear Residents

We continue to be aware that the current situation with the COVID-19 virus is one that is developing and changing on a daily basis. We are committed to doing all that we can to take a professional, practical and proportionate approach to ensure the health and safety of all of our residents, staff and contractors. We are aware that having so much information available can be insightful but can also, at times, feel overwhelming.

We continue to follow all advice and guidance provided to us, currently on a daily basis from Public Health England and the government, and we will continue to seek advice around any particular pressing issues or concerns that arise. We have put actions in place and contingencies in place should they need to be enacted to respond appropriately to COVID-19. If there are any urgent changes or updates to the following information in this letter, these will be shared as soon as possible.

I can confirm that we are not aware of any confirmed cases of COVID-19.

Resident and staffs' health and well-being are our priority and we have a duty to mitigate risks following Monday's advice from the government. Therefore, the following will now be actioned from today.

Staff and Service Delivery

I would like to reassure you, we will and can continue to provide a level of service to you and will always do the best we can in such changing and unusual circumstances.

Staff who can, will now work from home. We will continue to have one member of staff on a rota basis working from The Finchley Charities' Head Office but the office will be closed to visitors.

Sheltered Housing Officers will continue to provide their service to you through the community alarm service in your property, but will be limiting physical contact with you to ensure protection measures are in place to keep you and staff safe.

Staff will continue to support you, but this will be done via phone or the community alarm system.

It is now particularly important we know you are safe and well, therefore it is now even more important if you do go out and miss your daily call, to press your OK button.

I would also like to reassure you that in the unfortunate event of a Sheltered Housing Officer taking time off sick, other staff have now been trained to use the community alarm system, which can be operated off site.

Careline, who provide The Finchley Charities' out of hour's service, will continue to do so as normal. They have put measures in place to enable them to continue to provide a service out of hours to our residents. As you are aware, this is for emergencies only and it likely they will start to experience a high volume of calls, therefore please only use in an emergency.

Telephone systems and Main Office Telephone

We upgraded our telephone system two years ago, which is now on a cloud system. This enables us to transfer the office calls to another number which can be a mobile or a home phone. As home working is becoming essential, we will still be able to take calls and operate a level of service remotely.

Resident Health and Wellbeing Activities and Events

Unfortunately, all activities will now be cancelled until further notice.

Communal Laundry

The communal laundry on each site will currently **remain open**. Cleaning equipment will be provided for residents to wipe down the machines before use.

Regular cleaning of the laundry will continue.

Repairs and Planned Maintenance Work

From today, only essential repairs will be carried out.

Repairs that are non-urgent, will be delayed.

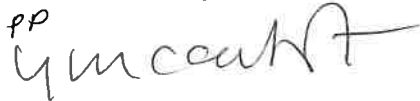
Any work that has started will be completed.

If you are unsure what an essential repair is and whether it can be carried out, please report it to your Sheltered Housing Officer. The Property Services team together with the contractor will assess and inform you whether the repair can be carried out.

Contractors carrying out repairs will always take precautionary measures and have the correct protections in place to mitigate any risks of infection.

Please let your Sheltered Housing Officer if you have any concerns or you need to self-isolate and/or require medical assistance.

Yours Sincerely

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Susan Faridi
Chief Executive