

# FAQ's FOLLOWING COVID-19

## You may find the following information helpful

The impact of Coronavirus (COVID-19) is having massive implication on all of our lives. We will endeavour where possible to minimise the impact to the services we deliver. Below we have listed a set of FAQ that we believe will give you all the information you need to stay safe.

### **Q. Are cleaning services still taking place on my development?**

The vast majority of the cleaning contractors are still working, this may change over the coming weeks or months depending on Government restrictions. We have instructed all cleaning contractors to pay particular attention to hand rails and door furniture which are clearly handled the most. Please be aware that any contractors still working on site should not be approached and distance is always maintained for their safety as well as your own.

### **Q. What will happen to Health & Safety?**

Statutory fire testing will still be required for items such as, fire alarms, smoke detectors, automatic opening vents and emergency lighting. However General Risk Assessments and Fire Risk Assessments have been placed on hold whilst the current restrictions continue

### **Q. What happens with my service charge & ground rent payments?**

We would refer you to our separate guidance note [www.afpartnership.co.uk/wp-content/uploads/2020/04/COVID-19-Arrears-Procedure.pdf](http://www.afpartnership.co.uk/wp-content/uploads/2020/04/COVID-19-Arrears-Procedure.pdf)

### **Q. I am Self-Isolating what happens about my rubbish?**

You should minimise the number of visits you make to your normal refuse collection point. Please place rubbish in the bins provided to avoid others having to handle them. In accordance with ongoing Government guidelines we would recommend that before leaving and after returning to your apartment you use hand sanitiser.

### **Q. What will happen to any major works taking place?**

We have been in communication with all the contractors, the vast majority are on hold as companies are following the Governments advice to protect their workers and the members of the public. The proposed works will continue as soon as safe to do so. In the event that a section 20 consultation process having started ahead of the lock down period we will continue with the further notices when businesses are back fully operational as otherwise some contractors including those nominated by leaseholders may not be able to tender.

**Q. Is the lift being inspected and maintained?**

All the lift contractors have confirmed they are still attending and available for 24/7 out of hours emergencies and for works that have already been ordered

**Q. How will Alexander Faulkner Partnership communicate during the lockdown period?**

We have the facility to send correspondence by email where we have your email address, our Property Managers are working from home and are able to answer any queries you may have. If we need to contact you we will do so via phone, email or using our social media platform

If you receive a letter in the post this is because we don't have either a telephone number or an email address. If you are able to supply us with either or both this would help our communications with you in the future.

We are trying to minimise the correspondence sent by post to protect the postal workers and our staff.

Our website and social media platforms will also have information over the coming weeks.

We are committed to ensuring our clients are supported and buildings remain safe for all occupants during these difficult times. Below is our general email address should you need to contact us.

**Email:** [info@afpartnership.co.uk](mailto:info@afpartnership.co.uk)

**Tel:** 01489 296000

On a last note please follow the Government Guidelines and Stay at Home where possible.

Useful links; [www.gov.uk/coronavirus.co.uk](http://www.gov.uk/coronavirus.co.uk) , [www.nhs.uk/coronavirus.co.uk](http://www.nhs.uk/coronavirus.co.uk) – if you have symptoms and need advice