



WORKING PRACTICES FOLLOWING COVID-19

Links and updates to our working practices.

Following the changes to the way we are currently operating as your property managers so that we are compliant with Government Guidelines, we are continuing to operate with all our staff now home based.

Details below outline the steps we have taken to ensure our teams safety and to also continue with business as usual.

<http://afpartnership.co.uk/wp-content/uploads/2020/04/business-continuity-plan-V2.pdf>

We have also produced some FAQ's which you can view using the below link

<http://afpartnership.co.uk/wp-content/uploads/2020/04/FAQ-Covid-V2.pdf>

The Government has provided some guidance on the services generally to be provided through these difficult times by our industry and these are summarised in the attached

<https://www.irpm.org.uk/public/page/news/128>

Our Professional body has also supplied guidance

<https://arma.org.uk/news/2020/03/covid-19-best-practice-guidelines-for-property-managers>

An update to our out of hours services can be found below

<http://afpartnership.co.uk/wp-content/uploads/2020/04/Covid-19-Emergency-Guidelines.pdf-4.0.pdf>

We are committed to keeping our staff, our clients, and all those that work and live in the properties that we manage safe and healthy. It is imperative that to do so certain services need to be maintained and to pay for those services we need to continue to collect service charge funds.

Major works, non-essential maintenance, and possibly even some external landscaping will be reduced or minimised during this lock down period. However, the following non-exhaustive schedule of items do still continue to be administered for the safety and security of the building occupiers: -

- Ⓜ Buildings Insurance
- Ⓜ Public Liability Insurance
- Ⓜ Cleaning
- Ⓜ Electricity and other utility providers
- Ⓜ Lifts and pumps
- Ⓜ Certain Health and Safety inspections and statutory testing
- Ⓜ Emergency repairs
- Ⓜ Fire equipment maintenance such as Automatic Opening Vents, fire alarms, fire extinguishers and blankets and emergency lighting

Our Property Managers continue to be available by telephone and email to address any concerns you may have.

WE ARE COMMITTED TO ENSURING OUR CLIENTS ARE SUPPORTED AND BUILDINGS REMAIN SAFE FOR ALL OCCUPANTS DURING THESE DIFFICULT TIMES. IF YOU HAVE ANY QUESTIONS REGARDING THESE PROCEDURES OR THE OTHER ADDITIONAL INFORMTIAON WE HAVE SUPPLIED. PLEASE DO NOT HESITATE TO CONTACT US.