

19 March 2020

To all Walcot Foundation Tenants

CONCERNING THE CURRENT PUBLIC HEALTH EMERGENCY

There is no shortage of advice about how best to look after your health and that of others during the current Covid-19 outbreak (though we urge you to use only trusted sources such as the NHS website). We are writing as your landlord with information we'd like you to have.

OUR RESOURCES

Our staff numbers are down, and some are now self-isolating but working from home. Because of this our responses may be less prompt than usual. We expect this will also apply to the various tradespeople and contractors we use for repairs and maintenance. We are doing our best to manage these aspects.

REPAIRS

We shall prioritise only essential repairs. Other repair and maintenance work is likely to be postponed. Please continue to report property matters to us. The most helpful method is by email to **office@walcotfoundation.org.uk**. When doing so please be sure to say whether you are self-isolating or have symptoms. This could be crucial for the safety of our staff, tradespeople and your neighbours.

HELP

We have been in touch directly with a small number of our tenants whom we know to be vulnerable in some way or other, asking them to let us know if they need help. In addition, you may have received circulars that have been widely distributed locally from a network of conscientious neighbours offering help to those who need it, particularly if they are self-isolated. They are also looking for more people to join them. We have posted a scan of this circular to the Tenant Resources page of our website:

walcotfoundation.org.uk/tenant-resources

CONTACT

Please contact us only via email or telephone. Do not visit the office in person. We'll continue to keep you updated via our website.

walcotfoundation.org.uk