

Update from POD in response to Covid-19

To all our valued customers and clients,

In light of the uncertainty surrounding the outbreak of COVID-19 (coronavirus), we want to reassure all our customers and clients that we are taking all necessary steps to follow the World Health Organization, government and local authorities' guidelines. Our priority is the safety of our customers, employees and partners.

Residents

Residents are urged to stay up-to-date with the latest advice issued by the UK government here:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

We encourage residents to take a 'common sense' approach when dealing with this situation to help reduce risk. This would include: =

- Using a tissue when coughing and sneezing (or using your sleeve if you don't have a tissue - not your hands).
- Washing your hands regularly and thoroughly with soap and hot water.
- Using a sanitiser gel.
- If you feel unwell, to self-isolate in accordance with issued advice.

It is likely there will be instances where residents, contractors or site-staff come into close proximity, so you may be asked in advance if you have or, are known to have come in contact with, someone that has the virus. Please be honest and don't put you or anyone, including your fellow neighbours, at risk, even if you need help. We would ask that if you, or any sub-tenants, have tested positive for the virus you notify us immediately and all information will be treated in strictest confidence. Guidance on how to deal with this can be found here:-

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

At this time of uncertainty, it is vital everyone invokes a sense of community spirit and therefore we ask all to look after those less able or in a vulnerable situation. Please take a moment to check on your neighbours and extend a helping hand to those that might require your help.

On site staff

While the developments we manage are a home for our customers, for on-site staff, they are a place of work. The current directive from the UK government is to stop all unnecessary public contact and to work from home where possible. We understand it is impractical for on-site staff to work from home and will consult with the relevant stakeholders as to how this should be handled. Should staff remain working on site, it is likely services that involve entering a property or interacting with residents in close proximity (for example assisting with parcels delivery or dealing with reactive repairs) will be suspended or adapted until it is deemed safe to continue the service.

Contractors

We continue to work closely with 3rd party contractors to provide essential maintenance on site, where it is practical and safe to do so. Many of these firms are asking that clients/residents make them aware of any potential Covid-19 impact prior to attending so that risks can be identified, and measures taken to mitigate exposure wherever possible. Ultimately, there will be disruption to both reactive and pro-active works, nevertheless every effort is being taken to keep developments working as expected. In the context of pro-active works, we will endeavour to bring forward all essential and life safety system planned preventative maintenance wherever possible.

Our staff

We have put in place arrangements to ensure POD staff are able to continue providing essential services to our customers. Our staff are being asked to work from home and all our systems are 'cloud based' to ensure business continuity. While we do not anticipate major disruptions to our business, it is possible there will be an impact to service levels while we adjust to the nuances created by remote working and any additional routines created by the ever-evolving situation.

Financial impact on customers

We recognise that this unprecedented event will have an effect to livelihoods and are assessing how we can reduce the burden placed on customers with regards to their payment obligations. As we are sure you can appreciate, many of the costs incurred will be outside our ability to control when / how they are incurred, nevertheless we would like to assure customers that we are taking steps to identify solutions. We have already agreed to temporarily elongate our usual 21-day arrears process, instead adopting a 42 day process (so 1st, 2nd and final reminders sent at 14 day intervals) and will continue to assess whether further adjustments are necessary as the situation unfolds.

Contact details & Updates

To help us effectively communicate with you, we urge all customers to complete our contact information form as soon as possible so that we can keep you updated if the situation in relation to your development changes. Please visit the following link to update your details:

<https://www.podmanagement.co.uk/customer-contact>

We would also ask that you pass the information contained within this update on to any sub-tenants, home sharers or other relevant stakeholders that reside or may visit your property.

We may also issue site specific guidance where appropriate and where access to communal areas or amenities may be restricted and where possible, updates will be displayed in prominent areas so please ensure you consult these in addition to this notice.

We assure you of our continued efforts to serve our customers, staff and partners to the highest standards possible during this very difficult time and thank you for your understanding.



David Goldberg
CEO