

## **Announcement from Residential Management Group**

### **Covid-19 Communication to Customers May 1<sup>st</sup> 2020**

As the 7<sup>th</sup> week of lockdown approaches we thought it opportune to update you on the present situation as far as the management of your property is concerned, provide some information on emerging issues and remind everyone of some key messages.

During the lock down we have aimed to continue to deliver as many onsite services as possible whilst abiding by social distancing rules. I am very pleased to say that the feedback and reviews we have been receiving during this time are a great reflection on our suppliers and staff who have continued to provide key services in very difficult circumstances. Thank you to everyone who has provided positive feedback which is uplifting in these trying times.

One area where we have recently observed some difficulty is the storage and subsequent removal of refuse. Local Authority waste services have varied across the country and in some cases the cancellation or delay in collections has regrettably lead to accumulations of rubbish and recycling. For those sites which have a bin store, it is important to keep these free from any large bulky items which can impede access to the bins themselves and this could lead to them not being emptied. If you observe any problems with your bin store or waste then please contact the Customer Service Centre.

The lockdown has not deterred fraudsters from trying to benefit from the uncertain situation. Frauds involving false penalty notices supposedly issued by the police for being identified as being out of the home area based on evidence from mobile phone records and also emails from HMRC offering a tax refund owing to Covid-19, are two examples that have been recently publicised. Please be aware that such frauds can extend to all areas of business so we think it only right to remind you that when you pay your service charge it should always be to the specific bank account stated on the invoice issued by RMG. The bank sort code will always be 12-27-25.

RMG continue to monitor the announcements from the Government and Public health bodies regarding the lockdown and we are formulating plans for how services might return to normal once allowed. However every indication is that social distancing is with us for some time to come so this will inevitably mean some continued disruption. As soon as we are aware how the Government intends to amend restrictions we will be back in touch.

Sorry to remind everyone once again, but it is worth repeating: please maintain social distancing if you have onsite staff or contractors in attendance.

Our Customer Service Centre continues to operate 24/7 handling all channels of communication. If you are aware of a problem at your property which needs attention then please report this to the Customer Service Centre in the normal way.

Please keep safe and well. Best wishes.

**Residential Management Group Limited**