



## **PINNACLE – COVID-19 UPDATE MARCH 2020**

In order to mitigate the spread of Coronavirus (COVID-19), we wish to keep clients updated of the measures we are undertaking. We have ensured that our business operations are run as smoothly as possible and at the same time, we believe it is essential that we follow the Government guidance, which is currently in force.

In response to the latest announcements by the UK Government, all of our satellite offices have temporarily closed until such time as it is safe to re-open. Our Head Office remains open but with only a skeleton staff cover. However, your Property Manager and Service Charge Accounts Manager have diverted all their direct dial calls to their mobiles to ensure that you can still contact them during this time. We are closely monitoring the situation to ensure processes are updated as necessary.

We would like to re-assure our clients that all our accounting and property management systems can be accessed remotely and are being used by our team who are working from home.

There are also things our homeowners and occupiers can do to help keep safe:

- **Wash Your Hands thoroughly for at least 20 seconds before entering the communal hallways** as you will undoubtedly touch bannisters, lift buttons etc.
- **Keep your Distance** – Ensure that you keep your distance from your neighbours when transiting through the communal areas and wherever possible, avoid shaking hands. The current guidance recommends that you should ideally keep a distance of at least 2 metres.
- **Avoid Touching your Face** – Try to avoid touching your face and do your best to refrain from touching your eyes, nose or mouth as these are the main entry points for the disease.
- **Be transparent and communicative** - All residents and visitors should alert us if they believe they might have contracted coronavirus, especially if they have used common areas. That way, other residents and recent visitors can be notified and take appropriate precautions.

**STAY SAFE**

*If we are sensible, practical and pragmatic, we will all get through this.*