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Our ref: CoronavirusNotice16.03.20

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# NOTICE TO RESIDENTS

**IF YOU SUB-LET YOUR PROPERTY, PLEASE PASS THIS NOTICE TO YOUR AGENT AND TENANTS.**

**RE: Coronavirus (COVID-19) Notice to All Estates and Blocks**

We are all very concerned about the current situation regarding Coronavirus. We would ask at this time that all owners and residents take appropriate actions and in the first instance refer to the various NHS and government guidance to protect themselves and their neighbours for advice on limiting contracting this virus.

## **When to Notify Engel Jacobs:**

If you live in a property managed by us and are self-isolating, showing symptoms and/or have been tested positive for Coronavirus, we would ask that you report this to us. We will treat this with the strictest of confidence and will arrange for a cleaning and disinfecting of the internal common parts of your building. Please notify us at [support@engeljacobs.co.uk](mailto:support@engeljacobs.co.uk) or 020 3597 7444.

## **Attendance by Contractors:**

We are working closely with Contractors and will continually monitor the latest government advice. We hope that all services will continue and we will do everything possible within government guidelines to ensure that they are. However, should this not be possible there may be delays in maintenance issues being attended to and resolved.

Please note that if the situation deteriorates we may be unable to instruct Contractors to attend to your property and required maintenance will be deferred. For emergency maintenance matters we will attend to these as they arise and will do everything we possibly can to resolve.

## **Site Visits:**

As mentioned above we will continually monitor the government guidance and will be cancelling site visits and meetings unless urgent, until this situation has sufficiently improved. This is in order to protect our staff and residents and try to ensure a continuous service throughout.

## **Engel Jacobs Office Closure:**

Should it be necessary for us to close our office, we will take the necessary steps to ensure that our services continue and that any disruption will be minimalised, however this may be limited to attending to queries that we deem are of an urgent nature.

Yours sincerely,

*Richard Engel & Jacob Benouaich*

Estate Management | Sales | Lettings

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