

## **The impact of Coronavirus (COVID-19)**

With daily updates and restrictions from the Government, we are closely monitoring the fast-moving events concerning the coronavirus. We will endeavour where possible to minimise the impact to the services we deliver. We have compiled a question and answer bulletin with all the information you need to stay safe and to keep in contact with us.

### **Q. Can I have visitors?**

No – follow the guidelines set out by the government to stay at home. It is important we all do what we can do stop the spread. The only exception to this should be for medical suppliers or delivery of food essentials.

### **Q. Should I notify you if I have contracted the virus?**

Yes – please email or telephone the office.

Where there is a positive confirmed case within your block, it is essential you inform us so we can arrange specialist contractors who will decontaminate the communal areas under the government's guidelines. This is for everyone's safety and protection. We will treat any information in confidence and will not disclose your name or flat number.

### **Q. I am self-isolating due to contracting Covid-19 what happens about my refuse?**

You can contact the office to advise in the first instance, we can then arrange times when refuse can be placed outside your apartment to be collected. Please note that your rubbish should be double bagged and any personal waste for e.g. cleaning cloths or tissues need to be isolated within the flat for 72 hours before being disposed of in communal bin stores. **Please do not leave any rubbish at all in any communal areas apart from in the communal bins.**

### **Q. Are cleaning services still taking place on my development?**

90% of the cleaning contractors are still working, this may change over the coming weeks depending on Government restrictions. We have instructed all cleaning contractors to deep clean any "touch point areas". Please be aware that any contractors still working on site should not be approached and distance is always maintained for their safety.

### **Q. What will happen to any major works taking place?**

We have been in communication with all the contractors, the vast majority are on hold as companies are following the Governments advice to protect their workers and the members of the public. These will continue as soon as safe to do so.

### **Q. What will happen to Health & Safety and statutory testing required on my development?**

At the time of writing statutory fire testing will still be required for items such as, fire alarms, smoke detectors, dry risers and emergency lighting.

### **Q. My development has a lift, will this still be inspected?**

The Government and HSE have taken a more hard-line standpoint on the requirement for inspections to be maintained and up to date on lifts. Currently lift engineers are not designated as "key workers". All our lift contractors have confirmed they are still attending and available for 24/7 out of hours emergencies.

### **Q. What happens with my service charge & ground rent payments?**

We understand that some of our owners may be faced with severely reduced income as a result of these uncertain times. The team at Proxim are here to help, however we must ensure we have enough funds to pay

for the vital services required on your development such as insurance, cleaning and health and safety regimes for your protection and safety.

Management of your developments cashflow in these challenging times is vital. We will still have to issue the usual service charge invoices where these are due and reminder letters where non-payment occurs on your development. It is vital should you be in difficulty to let us know so we can look at various options with you. The below advice may be helpful when looking at what options you do have;

- **If you have a mortgage on your property:** Contact your mortgage company to see what options they can provide, some are offering a mortgage holiday which can assist with initial cash flow issues. In most cases the mortgage company will also assist in paying for service charge as this is linked to your property.
- **If you are self-employed:** The Government website on the criteria to obtain universal credit and what options are available to you. [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)
- **Employment & Financial Support:** The Government website has helpful information on financial support and your employment rights. [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) then select the employment and financial support link.

### **Q. How will Proxim keep in contact with me?**

We have set up a text messaging service for those residents with mobile numbers. We also have the facility to send correspondence by email where we have you email address.

If you receive a letter in the post this is because we don't have either a mobile number or an email address. It would be helpful for you to let us have these details if you have then.

We are trying to minimise the correspondence sent by post to protect the postal workers and our staff who have to drop the letters to the post office. We are looking at more effective ways as we appreciate there are always instances where we need to send a letter in the post.

Our website and your resident portal will also have information over the coming weeks.

### **Resident Support**

During these uncertain times we know people will be scared, and self-isolation can be a lonely time. If there is anything Proxim can do to help, then please do get in touch. This really is a time where we can all pull together and support our communities.

There are many pharmacies who will deliver and local shops in your area which offer delivery of essential food supplies. Anyone who is completely isolated from family and friends and needs any help then please ring or email us.

Email: [hello@proximpm.co.uk](mailto:hello@proximpm.co.uk)

Tel: 01789 713112

Website: [www.proximpm.co.uk](http://www.proximpm.co.uk) – here you can access your resident's portal to send messages

**On a last note please follow the Government Guidelines and Stay at Home where possible.  
Be careful and stay safe!**

Useful links;

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

[111.nhs.uk/covid-19](http://111.nhs.uk/covid-19) – if you have symptoms and need advice

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