

# Coronavirus – How this may Affect You and your Housing

We would firstly like to assure you, that Affinity are committed to taking all appropriate health & safety measures in line with the government directions to best protect all whom we come into contact with.

Whilst the world pulls together to battle this pandemic, as your property management agent we want to let you know at this stage how our service to you may be affected and what you can best do to prepare for this.

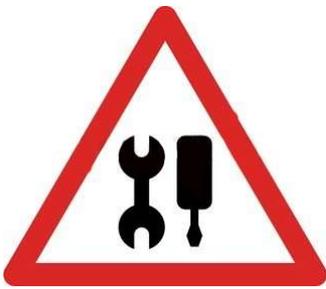


The Affinity Office will remain open for as long as physically possible, however our phonelines will always remain open as normal even if our office is closed.

**Opening Hours:  
Mon-Fri 9.30am-5pm**



Common area cleaning in shared houses will now be suspended and as always you are responsible for keeping these areas clean and hygienic.



Priority maintenance will still be attended to; however, you are responsible for your own health & safety and as no full assurance can be given with regard to the spread of the virus, you invite contractors in at your own risk.

**Take precautions**



Common areas in blocks of flats will continue to have the common areas cleaned however service may be interrupted at times due to staffing levels



Non-Urgent Maintenance may take a little longer than usual to be attended to or may even be suspended. We can assure you that we will resume our full service at the very earliest time.



Be prepared as much as possible for heating/hot water breakdowns that may become impossible at times for us to promptly have attended to. We recommend you ensure you have a working kettle and electric heaters on the ready as a back-up.



For those of you with pre-payment meters. Ensure that your meter is well credited especially those of you who do not have direct access to your meter. We may well be unable to facilitate emergency access. **This is your responsibility to manage.**



When communicating with our team you have a duty to advise us if you or anyone in your household have any symptoms currently or previously or have been outside of the UK in the last month.



If you are elderly or vulnerable please reach out to those supporting you to ensure you have care during this time of unrest.



Keep watching the news and the nations updates and follow all guidelines and instructions to keep you and your households safe.

# PROTECTING YOURSELF AGAINST CORONAVIRUS



1. Avoid close contact with anyone showing symptoms of respiratory illness



2. Wear gloves, wash or change them daily



3. Wash your hands

4. Wash your towels if they have touched your hands



5. Avoid touching doorknobs and banisters

6. Cover your mouth and nose when you cough or sneeze



7. Wear a surgical mask. They are, however, not that effective and must be changed daily

8. Cook food thoroughly

