

COVID-19 Virus

Following the latest guidance that has been released by the Government we are taking the following measures to work safely during the easing of lockdown restrictions:-

- **Office:** as of Wednesday 2nd December, our offices are open as normal, but with restrictions in place. A maximum of 2 customers will be allowed in the office at any one time, and we kindly ask that you clean your hands on entry using the sanitiser provided.
- **Payments:** our office is open Monday to Friday between 9am and 4:30pm. Payments for pitch fee, rent, gas or electricity can be made in person or over the phone by calling 0115 9652426.
- **Property Viewings:** properties can now be viewed on an appointment only basis. Please call our office on 0115 9652426 to speak with a member of staff for further information.
- **Maintenance:** all maintenance issues must be reported by phone to 0115 9652426 or by email maintenance@killarneyhomes.co.uk. If you are calling out of office hours please leave a voicemail. If you have an emergency which is out of hours please call the emergency number.
- **Maintenance Works:** we will continue to deliver/connect gas bottles as well as attend to any maintenance issues, but we ask you not to be in the property where possible, or, if you are not able to leave, that you keep a safe distance away from the member of staff as per the Government's social distancing advice. Our staff are equipped with the appropriate PPE and will wear it when carrying out work in your home.
- **Clubhouse:** under the current Tier 3 restrictions the Clubhouse at Killarney Park is still closed. All clubs, events, and committees that use the Clubhouse as a venue are currently not be able to do so.
- **Residents Minibus:** unfortunately, the minibus is still not in service to residents.
- **Isolation:** if you have been in contact with someone with a confirmed case of Coronavirus or have made the decision to self-isolate due to advice from the NHS please make us aware so we are able to inform our maintenance team.

We encourage you also follow the latest Government advice which can be found online [here](#).

If you have any questions please call the office on 0115 9652426. We thank you for your ongoing support and cooperation at this difficult time.

With best wishes,
Killarney Homes