

# COVID-19 Virus

## Important Notice – PLEASE READ

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 Closure:** as of Wednesday 13<sup>th</sup> May our offices are still closed to the public, including residents and tenants, which means we are not accepting cash payments.
- **Payments:** our office will be running on a reduced workforce each week between Monday and Friday, so we kindly ask that payments for pitch fee, rent, gas or electricity are made over the phone by calling 0115 9652426 between the hours of 9am and 3pm.
- **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](mailto: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 which was sent to you on the letter dated 24<sup>th</sup> March.
- **Maintenance Works:** we will continue to deliver/connect gas bottles as well as attend to any medium/high priority 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:** the Clubhouse at Killarney Park is still closed indefinitely. 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.

As we gradually through this phase, we'll commit to keeping you updated of any changes to our procedures, and otherwise encourage you 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