



Dear Owner,

CORONAVIRUS MEASURES AND SUPPORT

We are writing to you with regard to the exceptional situation that we are all facing around the outbreak of the coronavirus.

We are now seeing and suffering the effects of COVID-19 and wanted to explain how your block management company will be working.

From today 24/03/2020 our office will be closed until further notice. If you need to speak to us during the closure period, please contact us on our emails below:

Legal matters – please email: legal@icri.biz

Accounts issues – please email: accounts@icri.biz

Maintenance issues – please email: maintenance@icri.biz

Please note that response time may be extended as we are suffering restrictions too.

SERVICE CHARGE

If you are having difficulty paying your service charges, please contact us as soon as possible so that we can assist you in getting through this crisis.

The assistance will include arranging payment postponement or setting up a reasonable payment plan. Please understand that in order to negotiate fairly, we will need you to provide an indication of any change in your circumstances.

DISTANCING

We will continue to provide maintenance services however in order to protect our staff and you, we instructed them to keep broad distance and avoid any contact, **even verbal**, with the residents or visitors in the Village. We ask you to respect this decision and our staff's health and safety and refrain from any contact with them.

If you see them coming into your block, please return to your flat or pass by them if you have at least 2 meters space between you and them and stay away from them until they complete their works. Please do not feel offended if they ask you to return to your property.

WE WOULD ALSO ASK THAT YOU ENSURE THAT YOU DISPOSE YOUR RUBBISH IN THE BINS AND NOT ON THE FLOOR AS THE CLEANER WILL REFUSE TO LIFT ITEMS ON FEAR OF TRANSMISSION OF THE COVID19 VIRUS DISEASE. WE WILL IMPOSE FINES ON ANY PERSON WHO DISREGARDS THIS REQUEST.

IF YOU ARE A LANDLORD, WOULD YOU PLEASE INFORM YOUR TENANTS:

- 1. Not to leave anything in the communal halls. Anything found in the halls will be disposed immediately without notice and a fine between £45 and £250 (depending on quantity) will be charged to your property which you will have to pay.**
- 2. To ensure that they place all their household refuse in the bins and not on the floor of the bin house. If they do not a fine of £80 will be charged to your property which you will have to pay.**

THE CLEANER WILL REFUSE TO LIFT ITEMS ON FEAR OF TRANSMISSION OF THE COVID19 VIRUS DISEASE.

WE WILL IMPOSE FINES ON ANY PERSON WHO DISREGARDS THESE RULES!

We wish you good health.

The Management