

17 March 2020

We are making significant changes to our services because of the Coronavirus (Covid-19) outbreak in the UK. The measures we are taking are to protect our tenants, customers, staff and contractors.

**1. We are closing our office to the general public** - From Tuesday, 17 March 2020, our office will be closed to the general public and other visitors. Staff will continue to work, often remotely from home but can be contacted if you phone our office - 01290 421130 or email [info@shirehousing.com](mailto:info@shirehousing.com)

**2. Home Visits by Staff:** Only essential home visits by staff and contractors will take place from 18 March 2020. We will ask you about your health e.g. whether you are self-isolating or have symptoms before arranging to enter your home.

**3. Only essential repairs will be carried out for the foreseeable future.** During office hours you should still phone our office number 01290 421130 and speak to a member of staff. If you require an emergency out of hours repair, dialing our office number will direct you to the appropriate contractor.

Please consider whether your repair is essential or can wait before contacting us. If your repair is non-essential, we will be unable to tell you when it will be carried out. We will continue to keep in close contact with our contractors to determine their capacity to continue to provide these restricted repair services to our tenants.

**4. Rent Payment:** Please continue to pay your rent as normal. If you are struggling to pay as a result of the current emergency or require assistance such as benefit advice, please let us know on 01290 421130.

Further updates will be provided via our website and social media.

Yours sincerely

A handwritten signature in blue ink that reads "Jim Munro".

Jim Munro  
Director