



**TO ALL RESIDENTS  
ROUPELL PARK ESTATE**

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Dear Resident

**SERVICE DELIVERY DURING COVID-19 OUTBREAK**

Following my letter of 18 March, I am writing to you to update you on the way in which we will be delivering services during the current outbreak of the Covid-19 virus.

As I said in my previous letter, we are committed to deliver the best service that we are able to do in the circumstances. Since the 'lock down' imposed by the Government in response to the crisis we have had to review that service again.

**Repairs**

We are now only able to deliver emergency repairs. This includes floods, blocked toilets, loss of electricity supply, loss of hot water and loss of heating. Please do not request any repairs that are not an emergency.

If you are unwell or self-isolating, we will still carry out emergency repairs where possible. Please tell us if this applies to you at the time so we can take the necessary precautions. In all cases when we or our contractors attend please ensure that you stay a minimum of 2m from the workman. If possible, please leave the room and leave them to work undisturbed.

Please note that for general repairs (emergency only) you should call us on **02079260214**.

For out of hours repairs you should call **02079266000** between 5 and 8pm and **02079266666** between 8pm and 8am

If you are on the communal heating system then you need to report the repair via the Council's Contact Centre on **0207926000**. Please ensure that the report goes to T Brown.

If you have an individual heating system you should call MPS on **0168986179**.

Please note that from 1 April we will have a new contractor Swale managing individual systems and we will write to you giving all the details next week.

**We will be continuing to carry out gas safety inspections. Therefore, if you are**

**contacted by our contractor please give them access. This for you and your neighbours safety.**

**Parking restrictions on estate roads have been lifted until further notice.**

### **Caretaking**

In relation to caretaking we will aim to give as full as service as possible. This may be affected if staff become unwell. We will also be concentrating on key duties such as cleaning lifts, dealing with bulk rubbish and ensuring that communal door handles, lift buttons etc are kept clean and disinfected. This means that we may not be able to deliver a full service as soon as we would like.

Please do not go within 2m of the caretakers when they are working.

At the same time, we would ask that you help us to keep the estate clean and tidy. Please make sure that you put the rubbish in the bin. Do not dispose of bulk items like beds and furniture, and do not drop litter or allow your children to do so. You might also like to adopt a small area round your home and pick up any rubbish you find but please wear appropriate gloves and dispose of it in a bin. This is a perfect opportunity to be a good neighbour.

### **Emergency Help for Pre-Pay Energy Customers**

Are you struggling to top up your prepayment meter, unwell, self-isolating or in financial distress? Emergency measures are now in place to ensure you have a continuous supply of energy.

**Disconnections from prepayment and credit meters have been suspended.**

**If you can't get out to top up, or your emergency credit has run out contact your energy supplier for help now.**

You can find your supplier's contact details online or on your bill. Your supplier can help by adding credit to your account or sending pre-loaded cards or tokens to you.

For more information: <https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19> -

**It is also time to make sure that we look after our neighbours. If one of your neighbours is older or vulnerable do they need any shopping? Are they safe and well? If you know your neighbour you can ask them yourself. We are building a list of our vulnerable residents and volunteers willing to help them. If you can help please contact the office.**

Yours sincerely

Simon Oelman  
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Roupell Park RMO