



Simon Oelman  
Estate Director  
Telephone 02079260220  
Email  
[SOelman@lambeth.gov.uk](mailto:SOelman@lambeth.gov.uk)

## To all Residents Roupell Park

16 March 2020

Dear Resident

### **SERVICE DELIVERY DURING COVID-19 OUTBREAK**

Government advice on Covid-19 is changing daily. However we want to ensure that we continue to deliver services to you now and going forward. To do this we need your help and support.

Firstly we would ask that you do not come to the office unless it is absolutely necessary. We want to minimise risk of infection for our staff and for our residents and this is consistent with the Governments advice on social distancing. Rather please call the office on **02079260214** or email us on [rouPELLpark@lambeth.gov.uk](mailto:rouPELLpark@lambeth.gov.uk) if you have a problem.

If you are on the communal heating system you should call 02079296000 to report any loss of heating or hot water as usual. If you have an individual system please call 01689 876 179 although please be aware that this will change from the beginning of April.

Where we need to speak to you we will contact you by phone unless it is absolutely necessary to meet face to face.

If you do come to the office we will request that you use a hand sanitiser when you enter.

Whilst we will be seeking to deliver a full repair service, if you or any of your family have a high temperature or a persistent cough you should put yourself into self-isolation according to Government advice. In these circumstances we will only be able to deliver an emergency repair service. This includes floods, blocked toilets, loss of electricity supply, loss of hot water and loss of heating. Please do not ask that we attend to carry minor repairs if you are unwell. We will do these once you are well.

If you are ill and we need to attend to carry out an emergency repair, please ensure that anyone who is sick is not in the room where the work is needed and ensure that windows are open to maximise ventilation. Be aware that our staff will be wearing gloves and may wear a mask. Further if we find that you are showing symptoms when we come to your

home, our staff have been instructed to leave your property immediately and report back to the office. We will then contact you by phone to establish the nature of your illness and agree a way forward.

Government advice is likely to change and this may include a suggestion that older people stay at home for a prolonged period. We will be thinking about how we can work with all of our residents to ensure that they are supported and kept safe if this happens.

Thank you for your co-operation.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Simon Oelman', written in a cursive style.

Simon Oelman  
Estate Director  
Roupell Park RMO