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| Simon Oelman  Estate Director  Telephone 02079260220  Email SOelman@lambeth.gov.uk |

**To all Roupell Park Residents**

18 March 2020

Dear Resident,

**Re: SERVICE DELIVERY DURING COVID-19 OUTBREAK**

Further to my letter of 16 March, the Government advice on Covid-19 has again been changed. Therefore, we have had look at the way in which we work. However, our commitment to delivering the best services we can remains central to everything we do.

We have now **closed the office** to residents in order to ensure that we maintain the required social distancing and to protect both our residents and staff from infection. You should therefore call the office on **020 7926 0214** or email us on [**roupellpark@lambeth.gov.uk**](mailto:roupellpark@lambeth.gov.uk) if you have a problem.

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. This means 7 days if you live on your own and 14 days if you do not.

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.

If you are ill and we need to attend to carry out and 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.

If you are well we will continue to carry out repairs as normal.

I would like to bring a number of other issues to your attention:

* Please do not put anything other than toilet paper down the toilet. There are already reports of people using kitchen role etc into the toilet. This does not break down and will cause blockages. We already have an issue with blockages in our drainage system please do not make it worse.
* Our caretakers will be placing greater emphasis on keeping door handles, chutes, lift buttons etc clean in order to reduce the risk of the spread of infection. Clearly, they will also be carrying out their usual duties but in some cases, cleaning may be delayed.
* If you require day or annual parking permits or key fobs, please place the **correct money** into an envelope with your name and address on it, stating what you require. We will then deliver this to you.

If you require an annual permit you will need to provide copies of: your MOT, car insurance and VO5 (logbook). The insurance and VO5 must be registered to your address. If you are a private tenant you will need to provide proof you live at the address, for example, a Tenancy Agreement or utility bill (no older than 3 months) plus photo ID.

* Fobs cost £20 each
* Day parking permits cost £3 each
* Annual Permits cost £40
* We have cancelled all of our community development activities. This includes football sessions, the after-school club, youth forum, the older people’s coffee morning, chair yoga sessions, social games evening, all educational courses, SEND activities and stay and play.

On a positive note, we know that as a community, many of us will want to ensure that our old and vulnerable neighbours are safe and well. We are currently working on a way in which we can help in this process and will write to you separately in the next few days.

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

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| Simon Oelman  Estate Director  Roupell Park RMO |
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