



COVID 19 – CONTINGENCY PLANNING AND BUSINESS CONTINUITY - UPDATE

Good Afternoon,

With Covid-19 self-isolation cases increasing by the day whether or not it is a diagnosed case or not; or if people are self-isolating for protection against it, we have a duty as an employer to protect our work force.

We have now made the decision that anyone who is self-isolating regardless of confirmed, unconfirmed or personal choice will only receive an emergency repair and this will have to be deemed as “life or limb” emergency. Resources to these Properties will be limited.

Examples:

- No Toilet Facilities
- No wash facilities
- Water penetration damaging electrical fittings
- Isolation of dangerous/faulty electrical items
- **FULL** Central Heating breakdowns (Electrical or Gas)
- Serious Concern for tenants/ occupants welfare

City Building’s call centre staff and Out of Hour Emergency Team will be asking tenants/ occupants a series of questions to establish a safe working environment.

Our trade operatives have also been instructed to risk assess properties prior to entering by also asking these questions.

I hope you understand the severe approach we are taking on this matter and will co-operate with us on this matter