

# BLLENHEIMS

## Our Offices may be closed, but our team is here for you!

Due to the unfolding situation with Coronavirus, and in line with Government advice, our offices are closed until further notice for all but the most essential of tasks that require someone to be on the premises.

Supporting our Clients, Homeowners, Residents, Contractors and Suppliers through this unprecedented crisis is our main priority. Whilst our doors may temporarily be closed, our staff are still working hard to deliver the best possible service.

We are all affected at this difficult time; consequently, there will be limitations to services within our managed Buildings and Estates due to contractor and supplier availability, which will vary across our regions. However please be assured that our team are working hard to limit the impact to our Clients and Homeowners and our team continues to:

- Maintain Fire Safety Standards
- Adhere to Health and Safety Requirements
- Manage and Maintain Building and Estate Services
- Attend Board and Client Meetings via video link and conference call
- Assist with all day to day management enquiries
- Arrange Repairs
- Provide a dedicated Out of Hours Service
- Arrange and Administer Insurance and Claims
- Prepare, issue and collect Service Charge Demands
- Process Payments
- Manage Site Staff and Services
- Administer Payroll
- Undertake Payments to Suppliers
- Undertake Service Charge Accounting
- Undertake Company Secretarial Duties
- Administer Property Transfer enquiries

Our office closures mean we are unable to take incoming calls at the moment, but we are available online to answer any queries you may have and to call you back in person if needed. Your dedicated Property Management Team can still be contacted directly by email, but remember that you can contact individual departments directly if your query relates to one of the following areas of the business:

Your Service Charge Account	Accounts Receivable team	<a href="mailto:salesledger@blenheims.co.uk">salesledger@blenheims.co.uk</a>
Your Property Sale	Property Transfer team	<a href="mailto:propertytransfers@blenheims.co.uk">propertytransfers@blenheims.co.uk</a>
An Insurance Claim	Claims team	<a href="mailto:claims@blenheims.co.uk">claims@blenheims.co.uk</a>
Contractor invoice payment	Invoicing Team	<a href="mailto:invoicing@blenheims.co.uk">invoicing@blenheims.co.uk</a>
General Questions and Queries	London Team	<a href="mailto:London@blenheims.co.uk">London@blenheims.co.uk</a>
General Questions and Queries	Bristol Team	<a href="mailto:bristol@blenheims.co.uk">bristol@blenheims.co.uk</a>
General Questions and Queries	South West Team	<a href="mailto:southwest@blenheims.co.uk">southwest@blenheims.co.uk</a>

On behalf of all our staff, may we wish you, your family and your loved ones the very best during this difficult time. Thank you for your understanding and patience.

Jonathan Holmes  
**Group Managing Director**

For further information visit our website [www.blenheims.co.uk](http://www.blenheims.co.uk)