

# COVID-19 BUSINESS CONTINUITY POLICY

Dear Clients, Homeowners & Suppliers

As COVID-19 (coronavirus) continues to impact people and organisations, we wanted to provide you with an update on the steps that we are taking to ensure business continuity for Clients, Homeowners and Suppliers. Our goal is to continue providing as good a service as we can in these difficult times while ensuring the safety and wellbeing of our teams across the business. With that in mind we have put in place the following measures:

- The ability for almost all staff to work remotely, subject to individual risk assessments to ensure that business critical tasks can be completed.
- Measures to deal with all initial enquiries via email due to the closure of our offices for all but essential tasks that require someone to be on the premises and ensured that staff have the ability to call people back in the absence of our central switchboard and telephone system.

We fully appreciate that we may encounter operational issues as the situation develops and that service levels may not be to our usual standards. We would ask for your patience and understanding as we work through the coming weeks and assure you that every member of the team is working as hard as they can to achieve the best results possible.

Below is a summary of activities that are directly affected by the current situation, along with the actions we have taken as a business to minimise risks to staff and Homeowners. Please understand the reasons behind these decisions and be assured that we will endeavour to resume our normal services as soon as possible.

## Our Offices:

Following Government advice, **all offices are now closed** and staff are working remotely.

## Contacting us during Office Closures:

We are doing all that we can in these exceptional times to continue to provide a high standard of service to Homeowners and clients. The current situation has meant that we have had to make some adjustments to the way in which you are able to contact us.

- **Telephones:** We cannot receive incoming calls at present, so please email ALL enquiries to the addresses below and a member of the team will help as soon as possible. You will receive a call back if needed.
- **Post:** We have extremely limited access to post. Please do not post documents if at all possible. To ensure that documents are received, please email our central mailboxes.
  - [southwest@blenheims.co.uk](mailto:southwest@blenheims.co.uk);
  - [london@blenheims.co.uk](mailto:london@blenheims.co.uk);
  - [bristol@blenheims.co.uk](mailto:bristol@blenheims.co.uk).

Please bear with us – we are currently experiencing high levels of incoming emails and will handle all queries as soon as we can.

## Operations:

- **All Meetings:** Our staff are working remotely and, to further protect them, no face to face meetings are being held at this time. Where possible, meetings are being conducted via video or conference call.
- **COVID-19 Cases at Properties We Manage:** **If you become aware of a case of COVID-19 in your building or development, please inform us as soon as possible.**

- **Site Visits & Inspections:** Routine Site Inspections are being rescheduled. Property Managers will only attend site if their presence is **absolutely required in an emergency**.
- **Repairs & Maintenance:** We are seeking to maintain all essential routine servicing and maintenance of communal services and all reactive works will be arranged in line with the most recent Government advice. **As our offices are closed, we need to rely on residents to allow contractors access through their entry phone systems if required.**
- **Emergency and Out of Hours Emergency Repairs:** Currently, the services provided by our suppliers and contractors remains unaffected. This could change at very short notice. We will do all we can within our control to handle situations should they arise. In the event of a Property Related Emergency outside of our normal working hours, please call our dedicated out of hours service on:
  - London – 0207 3684179
  - Southwest & Bristol – 01803 668784

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## Application for Payments & Service Charge Arrears

So that we can arrange for the continuation of services vital to your building or estate (such as maintenance, insurance, utilities, ongoing repairs, emergency repairs security, health & safety considerations) it is essential that we continue to issue Applications for Payment and to manage arrears in a consistent manner. However, **we understand that some Homeowners may be financially affected by the ongoing situation. Should this be the case and you envisage any difficulty whatsoever in meeting your payment, please contact a member of our team and we will do everything we can to assist**

- **Applications for Payment:** Due to current disruption to our offices, we expect some delay to the issuing of Application for Payments. To help alleviate this, we would ask anyone who does not currently receive communication from us by email to visit our 'Go Paperless' webpage <https://www.blenheims.co.uk/leaseholders-residents/go-paperless/> or email London@blenheims.co.uk, southwest@blenheims.co.uk or bristol@blenheims.co.uk where a member of our team will update your records. This will minimise delays in the process and ensure that we are able to continue to provide the services needed to keep your building or estate running smoothly.
- **Arrears:** Similarly, arrears reminders may be subject to delays. As above, we appreciate the challenges we all face with COVID-19 and that some Homeowners may be affected by the current circumstances. We have adjusted our arrears policy to take this into account, but we do need to continue to request that arrears are paid. This is to maintain funds for your building or estate that enable the management of your property to continue. Please contact a member of our team if you are affected by the current circumstances and envisage any difficulty whatsoever in meeting your payment. We will do everything in our power to assist.

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## Payments to us

To make a payment, Homeowners may pay by debit card using our online portal [www.blenheims.co.uk](http://www.blenheims.co.uk) or by bank transfer (please refer to your Application for Payment for details). Please ensure you include your account reference when making a payment. To request a payment plan (which can be set up with client approval) please email the Accounts Receivable Team at [salesledger@blenheims.co.uk](mailto:salesledger@blenheims.co.uk) to discuss your account in further detail.

In an attempt to limit potential exposure to risk caused by people posting cheques to us and to avoid delays in processing cheques we would ask that whenever possible you make payments to us online or by bank transfer as detailed above and **avoid using cheques**.

Please note that, due to the fact that our staff are working away from the office, **we are not permitted to take payment by debit card over the telephone** at present. Please either pay online or via bank transfer as detailed above.

## Invoices

If you need to invoice us for any services, we would ask that this is not posted, but emailed to [invoicing@blenheims.co.uk](mailto:invoicing@blenheims.co.uk). This will reduce potential exposure to risk and ensure that payments are processed as quickly as possible.

This document will be updated in line with advice received and for any significant impact on our service. Thank you all for your patience at this difficult time.

