

MLM and Our Approach to Coronavirus – Update

As you will be aware the UK Government has advised that further precautions are to be taken to protect the population from the further spread of Coronavirus. It is vital that all residents follow the UK Government, Public Health England (PHE) and NHS advice on reducing the spread of the virus. Further information on the advice can be found on the following website: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

With the imposition of the initial the UK lockdown, MLM took proactive steps to safeguard the health and welfare of our staff and customers by implementing a working from home policy for head office staff.

Following the end of lockdown, and in line with subsequent COVID secure workplace guidance, MLM implemented a return to work for employees on a rota basis from mid-September, although certain staff continued to work from home where it was felt appropriate.

This latest 'lockdown' differs from the initial one in that we understand that 'essential' work can continue be undertaken. Consequently, we do not envisage any significant disruption to the provision of services to any of our properties other than where dictated by legislation (such as the closure of gyms for example).

We will continue to follow the government guidelines on social distancing and shielding for our on-site staff. Our head office staff, however, will be once again be advised to work from home.

We are suspending all routine site inspections at present; save for in the event of an emergency where an individual risk assessment will be undertaken prior to any attendance to site. Our out of hours emergency team will be operating as near to normal service as circumstances allow.

We have equipped contractors with notices so that they can evidence their legitimacy for attending sites under our management. We have also reminded all contractors to, wherever possible, wear protective equipment (including gloves, masks etc) and to adhere to the social distancing measures in-place currently.

As we are sure you will understand, there may be some increased response times at certain periods and your continued patience and understanding is greatly appreciated. We will continue to do our best for you in these ever-challenging circumstances.

All client & resident face to face meetings will continue to be suspended for the time being. Wherever possible, meetings will be held via conference calls or similar.

You can email or call a member of our team directly. Please visit the 'Meet Us' section of our website for more information: <https://www.mlmproperty.co.uk/our-story/meet-us/>

If you need to pay us, available payment methods are detailed on our website. Please note that at this time, we are unable to process payment by cheque. Click here for further information: https://www.mlmproperty.co.uk/ask-us/ask-us-your-charges-qa/#ways_to_pay

As a general precaution, if you or somebody in your block or development has Coronavirus please inform your property manager so that the appropriate actions can be implemented.

Government advice is still changing regularly, and we will continue to provide regular updates to this statement when the situation changes. Please check our website (www.mlmproperty.co.uk) and the NHS website regularly as further updates are posted.

If your property is being rented out, please pass this communication to your tenants and/or lettings agents.

We thank you for your co-operation and understanding during this period and we hope everybody remains safe and well.

MLM Property Management
2nd November 2020