

Dear Resident

Coronavirus

Having last wrote to you at the beginning of November 2020, at the start of the second lockdown, we are now in a third, but with new hope for 2021 with the vaccine roll out. Our head office at Markime House remains closed with all office based Staff working from home. Trade Staff and contractors have continued to undertake emergency work and maintenance that can be undertaken safely in strict compliance with our COVID-19 Safety Procedures. I thank all Residents who have cooperated with us when working in homes, and for their patience. In particular, it is important that gas safety inspections and servicing has continued to ensure systems remain safe.

We are endeavouring to continue providing services as near to normal, subject to legislation and Governance guidance. Feedback to date suggests our services are operating satisfactory under the circumstance. However, if this is not the case, I would be happy to hear from you. Positive or negative feedback is always welcomed to make us aware of resident perceptions, and to make improvements. You can write to the office, email Katie Taylor on katie@lrha.co.uk, or call Katie direct on 07483 449620.

I understand that some Residents may be finding it difficult due to circumstance the pandemic is presenting to us all. Anyone worried or concerned about financial difficulties should to get in touch with us. We are able to offer advice and assistance with claiming benefits and emergency Government provisions. This and other services are available on 01790 754219, where the mobile numbers of key Staff will be provided. Contact will also be available by email at customerservices@lrha.co.uk, and through our website www.lrha.co.uk, where updates will be posted.

Whilst writing I enclose the 'Quids in!' guide for your information, and sincerely hope that things progressively improve throughout 2021.

Yours sincerely,

John D Howes FRICS
Chief Executive & Secretary