

18<sup>th</sup> March 2020

## RE: Coronavirus Company Update & Procedures.

We are contacting all of our valued clients to update you on the situation with coronavirus and how it may affect operations with Evolve. Our business and importantly the management of your estate should not change much at all as we have thoroughly tested contingencies with cleaners, electricians, roofers and other contractors as well as emergency coverage.

If any contractor advises us that they believe they may have contracted the virus, we will ask them refrain from attending our sites for at least 14 days. We may have to ask an alternative contractor to attend to undertake the work required or if it can wait until the original approved contractor can attend. This may have an impact on consistency at the estate, so we ask everyone to bear with us during these unprecedented times. As the situation is very fluid, we are relying on daily government advice/instruction and if this has impacts on contractors being able to attend, we will advise you all accordingly. **At no time will your estate be left unsafe or unprotected from a fire risk & general health & safety perspective though.**

Regarding our own colleagues. Some of our staff may be working remotely for the time being as they have family members in the at-risk category, however they can all still be reached on the phone as normal and will be able to answer emails and provide their usual service, just not physically based in our Ringwood head office.

We have been advised that mass gatherings, social events or even resident meetings should be avoided for the time being. This could have an impact on arranging AGM's, directors meetings, residents meetings, etc. as we need to avoid exposing those at risk (due to age or underlying health conditions). Any pre-existing meetings will be discussed shortly with you to see if the meeting can be held in another format, such as a phone conference or postponed. Our primary responsibility is to the health of our clients and customers, which may mean some temporary disruption, however we will do everything we can to engage with you using alternative methods.

Site visits will still be undertaken where an urgent situation arises or there are health & safety or security risks, so we can reassure you that your estate will remain in good hands and we have plenty of external contractors ready and waiting to step in as required, should there be any interruption with existing contractors.



Finally, normal office-based work will completely continue as normal, including progress on major works, legal work, sales & purchase paperwork, company secretarial, service charge budgets & collections, maintenance instructions, annual accountancy, supplier & invoice payment processing, etc.

Please do not hesitate to contact any of us if you have any questions, however we are anticipating no change in the levels of service you receive other than some physical meeting disruption. Normal service will resume as soon as the situation & government advice permits.

Kind Regards,



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Please feel free to respond by email if desired

