

15 July 2020

Dear Customer

**Important Notification about a change to our Emergency Repairs and Out-of-Hours Service Contractor**



At this time, we are still only able to provide an emergency repairs service.

From **21 July 2020**, there will be a change of contractor. **City Building Property Services** will be stepping in to carry out our daytime emergency repairs service and our night time emergency call out service.

The contractor will wear branded work-wear to ensure that they are easily identifiable and will carry photographic identification. The identification should always be presented to you when the contractor arrives at your home. If the contractor does not present it; then, please ask to see this before allowing them access to your home.

**There will be no change in how you contact us and the number will remain the same.**

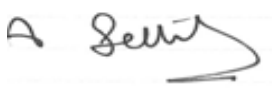
The **free-phone number** to contact us is: **0300 303 1703**. As normal, your calls will be dealt with:

- by our maintenance team during the day, and
- by City Building Property Services through their out-of- hours call centre in the evenings and at weekends

We will continue to follow strict Government guidelines and to keep everyone safe to reduce the risk of spreading the virus. We will be asking some questions around potential symptoms of Covid-19 in relation to members of your household before a visit to your home can be arranged. When the contractor arrives at your home, they will be wearing appropriate personal protective equipment (PPE) to keep everyone safe during their visit.

We will notify you when we are able to resume our routine repairs service and commence some planned works.

Yours faithfully



Drew Selkirk  
Property Services Manager