



Notice to Tenants during COVID-19 Virus Pandemic

Our primary concern is the health and safety of our staff and tenants at this unprecedented time. In response to the current situation we would like you to note the amended procedures below.

Current tenants

We have stopped non-essential meetings and encouraged communication via email and telephone. Estate Office staff will be home working.

If you wish to make contact with the Property Department for any reason other than in an emergency, please can you do so by email in the first instance at property@cowdray.co.uk

The Cowdray Works Department is only carrying out emergency repairs until the Covid-19 Virus has been controlled. For emergency faults you should contact the Emergency Repairs number on 07845 733305.

Please report all non-urgent repairs to the Works Department as normal on 01730 810618 or by email at repairs@cowdray.co.uk where they will be logged and scheduled for a future date.

What is an Emergency?

Central heating and hot water – Complete failure of the combined central heating/hot water system and no immersion heater. Before calling, please check that this has not been caused by local electricity or gas supply problems, lack of oil, or by incorrectly setting your timer or thermostat, or by any shut off device that can be reset by the user (refer to boiler/cylinder instructions for further details).

Water supply – Complete loss of water supply. Before calling, please check that your water supplier has not turned off the water to carry out repair work in the area.

Water leak – When a leak cannot be contained and is causing damage, particularly if it is leaking into an electrical fitting.

Gas Leak – Please contact **National Grid Emergencies** on the **emergency number 0800 111 999**, before calling us. Their website details are <http://www.nationalgrid.com/UK>

Total loss of Gas - Before calling us, please check that your gas supplier has not turned off the mains to carry out repair work in the area.

Loss of power supply to socket outlets – When there is a total loss throughout the property and it cannot be solved by resetting the meter trip switch. Check that your electricity supplier has not turned off the mains to carry out repair work and that there is no local power failure. Please unplug all appliances from sockets, reset the master trip and re-connect all appliances one at a time, this simple step can often identify faulty appliance.

Prospective Tenants

If you wish to express an interest in any of the properties listed on our website or with a prospective application, please complete the enquiries form on the property page and a



member of the property team will be in contact. Please note we will not be conducting property viewings for the foreseeable future.

We wish you all good health and hope for a speedy conclusion so that life can return to normal.