

MLM and Our Approach to Coronavirus - Update

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 initial imposition of 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.

As previous and until further notice, all client & resident face to face meetings will continue to be suspended at this time. Wherever possible, meetings will be held via conference calls or similar. Should it be absolutely necessary to visit our offices then please note that you will need to make an advanced appointment to visit during this period.

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

We are following the government guideline on social distancing and shielding for our on-site staff.

MLM are placing on hold all routine site inspections and we therefore encourage you to notify any issues or concerns you may have to MLM directly. Any urgent matters, subject to an individual risk assessment, will be attended to in the usual way.

There is likely to be some ad-hoc disruption in the resolution of some non-urgent items, but (wherever possible) many contractors are continuing to operate as near to normal a service as possible. Our out of hours emergency team will also be operating normally as circumstances allow. Your continued patience and understanding is greatly appreciated during the remainder of this unprecedented period. We will continue to do our best for you in these ever-challenging circumstances.

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

5th January 2021