

## 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.

We are experiencing an extremely high volume of calls / e-mails at present, and therefore it is likely that there will be a delay in responding to you. Wherever possible we encourage you to use our Online Platform to make payments and to also report a repair. Please visit the login section of our website for more information.

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.

We are finding that there is now some disruption in the resolution of some non-urgent repairs due to staff shortages / material availability. Our out of hours emergency team are currently operating normally as circumstances continue to 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.

We are continuing to follow the government guideline on social distancing and shielding for any on-site staff.

We would remind all customers that the impact of this pandemic is being felt by all members of our team who deserve to be treated with respect and professionalism. We will extend this same courtesy to you when you contact us.

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](http://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**

**29<sup>th</sup> January 2021**