

**CUSTOMER ANNOUNCEMENT**

**Special Management & Service Arrangements - CORONAVIRUS (COVID-19)**

Following the UK government's advice, of Monday the 16<sup>th</sup> March 2020, like most responsible businesses, we are now activating pre-prepared contingency plans in attempting to mitigate and delay the spread of this pandemic.

The following service arrangements will take effect as from Monday the 23<sup>rd</sup> March 2020 and will remain in place until further notice. These "emergency" arrangements may of course be subject to change; depending on further advice being issued from the UK or Scottish Governments.

In taking these important steps, we are both attempting to protect our staff and their families whilst balancing the needs of our customers and their properties. Essentially, our objective is to ensure that wherever possible, all services are maintained and there is minimal disruption to the ongoing maintenance of your property.

As from week commencing 23<sup>rd</sup> March 2020, therefore:

- All our staff who fall into the most at-risk groups, as defined by government advice, will be encouraged to work from home.
- Discretionary property visits and face to face meetings are temporarily suspended, unless there is a necessity to conduct same. Meetings with groups of owners, however, are suspended until further notice.
- All our staff who use public transport will be offered the option to car share, both to and from work.
- Staff in general, will be offered the opportunity of working from home, on rotational basis; with a percentage of the staff working from home at any one time. Our cloud-based network and telephone system is designed to allow this flexibility.

Please be assured, we will be working hard to implement these plans and we do not anticipate any significant changes to our service provision, however, we would ask that all of our customers bear in mind the considerable level of effort involved and take a reasonable view of any possible side effects to our service level agreements/time frames for communication/complaints etc.

We would also like to give an assurance that regular payment of contractors' invoices will proceed as normal and, wherever possible, we will actually bring forward payment dates, therefore doing all we can to assist these businesses. It is worth considering that some trades are also likely to be affected by similar changes to their own businesses, however, we will work with them as closely as we can to ensure repair and maintenance works are undertaken as quickly as possible.

I genuinely hope that by taking these necessary actions, allied with the determined efforts of all our customers, as well as the country at large, that we can help make a difference to the spread of this disease and help protect those who are most vulnerable.

Yours sincerely



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