

COVID-19: IMPORTANT MESSAGE FROM YOUR FACTOR

Dear Proprietor,

We hope that this finds you and your family safe and well.

Every one of us are by now acutely aware of the current and fast-changing situation surrounding the Coronavirus (COVID-19) outbreak and the response of both Scotland and the UK Governments to try and contain it.

We at FG Burnett would like to assure you that we are working alongside both the Co-Proprietors and common service contractors to maintain a business as usual approach, as much as possible given the circumstances we all find ourselves in currently. In common with most businesses at the moment, the FG Burnett offices have been closed however we have a robust business continuity plan in action whereby staff are able to continue their work from home, allowing us to continue to provide property management services at your development. I have set out below the service going forward following the most recent Government instructions.

SITE SERVICES

We will work with our trusted suppliers to try and ensure that common services can be provided as far as possible. However, you will appreciate that some services could be interrupted by Government directives on non-essential travel and contractors' staff availability at this time. Life critical services such as lift maintenance, fire alarm maintenance etc will continue.

We will update you with further details in the event that any service provided at your development becomes unavailable because of the current COVID-19 outbreak.

Any services which cannot be provided during the lock down period will not be charged to you.

REPAIRS

If you are aware of any item in the common areas of your development requiring attention, then please bring it to the Property Manager's attention as soon as possible.

Please note that during these exceptional circumstances, only repairs deemed as an emergency will be carried out. Each repair will be assessed on an individual basis and actioned accordingly.

CONTACTING YOUR PROPERTY MANAGER

The Property Manager for your development can be contacted in the normal way either by mobile 07709 404543 or by e-mail Sandra.watt@fgburnett.co.uk

If you are a resident of Grandholm Village or Oakhill Grange, then please contact Christopher Yannaghas on 07834 100721 or by e-mail: Christopher.yannaghas@fgburnett.co.uk

CONTACTING YOUR PROPERTY MANAGEMENT ACCOUNTANT

Should you need to discuss your account, make payment, or require any financial information you can still contact the Property Management Accountant for your development in the usual way.

It is vital that Co-Proprietors do not stop any standing orders that you may have in place to pay your service charge. The service charge pays for essential services which will be unaffected by the current lock-down and may include for example utility bills, block policy insurance, public liability insurance, fire safety equipment maintenance, and lift servicing/monitoring. You will appreciate that if we are unable to pay for these services it means there could be safety implications, and more seriously jeopardize insurance cover for your development.

INSPECTIONS

In compliance with government directives on non-essential travel, routine inspections of common areas will be placed on hold for the time being.

CORRESPONDENCE

To reduce infection risk all correspondence going forward will be done via e-mail for the time being. If you are aware of a neighbour for whom this might present a particular problem, please let us know and we will do our best to identify a solution.

COMMITTEE MEETINGS/AGMS

Because of the Government policy on social distancing and ban on groups of people, all committee meetings and AGMs are cancelled until further notice.

Whilst we will still be in a position to operate efficiently, there may be some limitations and we thank you for your understanding of the challenges in the current climate.

Please do not hesitate to get in touch if we can be of further assistance, or if you have any additional questions at this time.

Keep safe,

FG Burnett Ltd