
A Message from GH on coronavirus COVID-19

As part of our ongoing commitment to Health and Safety, and in light of the current situation with the coronavirus (COVID-19) pandemic; GH would like to reassure you of the steps we are taking to safeguard our clients, service contractors and staff.

Firstly, and until further government advice is issued; we are proud to say that we will be continuing to provide all aspects of our service whilst following all the relevant guidance and advice issued by HM Government and Public Health England.

Our Property Managers are used to working remotely and are equipped to do so. Because of this; we're easily adaptable in current circumstances without detriment in anyway whatsoever to our clients. Our office remains open and fully functional as does our emergency out of hours service.

We will continue to carry out essential site visits but have decided that a 'non-contact' approach is best. We have already planned for client meetings which shall be postponed or conducted via a different medium such as conference call or video, to maintain the government strategy for delay and for essential travel only.

Obviously, when we visit your development, we will not shake hands with you or stand too close – this isn't us being unfriendly, we are simply promoting your welfare and ours, so please don't come too close or invite us in for tea!

Our contractors will operate on a very similar basis and so far, we are not aware of any disruptions to service from any of our approved contractors.

We have issued the following communication to our contract cleaners:

As part of our commitment to Health and Safety; we're sending information on COVID-19 to contract cleaners that carry out work at our managed developments.

Please find this advice here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

We understand that this is a difficult situation to manage and that situations are mainly 'unknown' at these developments so ask all our contractors to pay extra vigilance to health and hygiene at this time and to remind of the importance of PPE (Personal Protective Equipment).

We have not been informed of any cases at our developments and we continue to work as normal until further advice is issued.

If you have any specific questions please don't hesitate to contact us.

Further advice can be sought online: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
[Google search results](#)

Our contractors continue to carry out the services and have issued statements accordingly on how they are managing the situation and the additional precautionary measures they are taking. It remains to be the case that we are still unaware of any confirmed cases at our managed developments although we have now been informed of some cases of 'self-isolation' which will continue to be monitored and managed accordingly.

Cleaning common areas (where there are confirmed cases of COVID-19)

The advice is that all surfaces that the person has come into contact with must be cleaned including: All surfaces and objects which are visibly contaminated with body fluids, All potentially contaminated high-contact areas such as toilets, door handles, telephones, light switches, lift call buttons etc.

Common areas where an individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.

Whilst most common areas are cleaned regularly by contracted staff, it is advisable for any developments who carry out their own cleaning to maintain a strict regime over the next months. We'd also recommend that a common-sense approach is taken by everyone to safeguard yourself by following the advice on thoroughly washing your hands after touching hard surfaces or the walls, door handles, lift call buttons, light switches etc.

We completely understand that these are worrying times for everyone. Please rest assured that GH is doing everything possible to protect its staff, clients and anyone that may be affected by our business, whilst maintaining our service and that of the contracted services at your development. However, if you have any concerns at all, please don't hesitate to get in contact with us, we're here to help.

We know this is something that might be on your mind and might be worrying. Here's some advice from Mind.Org on Coronavirus and your wellbeing:

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

We will continue to provide updates as often as possible as events progress.

Stay safe.