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**Coronavirus (COVID-19)  
Business Continuity Statement**

|          |                                   |
|----------|-----------------------------------|
| Date     | 13 JUNE 2020                      |
| Our Ref  | BW/BCP12.06.2020                  |
| Your Ref |                                   |
| Email    | Maintenance@PrincipleEstate.co.uk |

**Emergency Out of Hours  
0121 728 4434**

Further to Government guidance regarding coronavirus, we have reviewed our operating procedures which are summarised below:

1. All staff continue to work from home where possible.
2. Our office is closed to visitors.
3. We have deferred all non-critical client/customer meetings.
4. Site inspections have been reinstated formally from the 15<sup>th</sup> June apart from in Central London and Wales due to travel restrictions. Our inspectors are following a detailed guidance note in line with government advice. Important items to note are:
  - ◆ Social distancing will be strictly applied at all times.
  - ◆ A risk assessment will be undertaken on arrival as to where it is safe for the inspection to take place.
  - ◆ No unarranged meetings will take place.
  - ◆ Any planned meetings will take place in a safe setting outside.
  - ◆ Face masks and gloves will be worn at all times.

Although inspections are starting to take place, we would still encourage residents to report any maintenance issues that they notice.

The best way of reporting these is via our Customer Portal which has recently been launched. Please see link to instructions on how to register:  
<http://www.principleestate.co.uk/customer-portal-user-guide/>

Alternatively, you can report maintenance items using the above email addresses or telephone numbers.

5. Staff working from home have full access to our office network, property management system and telephone system.
6. Correspondence received by post is being scanned to staff on a daily basis.



7. We are still able to issue outbound post currently.

By registering on our Customer Portal, you will then receive all correspondence by email which will ensure continuity and speed of our outbound communications.

Alternatively, please email us with your email address and request it is added to our system.

8. We have telephone and video conference call facilities to enable real time discussions to take place.
9. We continue to make payments to Clients and Suppliers electronically on a weekly basis.
10. We ask Customers not to make payments to us by cheque, but to pay online instead. Receipts by cheque are currently delayed. Online payment can be made by bank transfer (please include your reference) or via our Customer Portal.
11. Our out of hours emergency call handling service is based in Ireland. They have advised that their office is now closed and staff are working from home.
12. Our contractors have not generally reported a reduction in their service offering.
13. We have asked all cleaning contractors to pay extra attention to “touch points” on developments under our management.
14. If you are aware of a confirmed case of COVID-19 within your development, please advise us so that we can request the cleaning contractor to undertake a disinfection clean.

We will continue to monitor the situation on a daily basis and will update this statement as necessary.

Whilst we aim to continue to provide a full service to all properties and Customers, we do anticipate that there may be some interruption or delays from these changed working circumstances. We hope that everyone will be understanding.

Please do look out for your neighbours and stay safe.



**Brett Williams BSc (Hons) FRICS FIRPM**  
Managing Director