

Dear Residents,

Coronavirus Information and guidance

Following the recent announcement that the UK has now entered the delay stage of the Coronavirus outbreak, the information below aims to offer you advice and guidance and is based on the current guidance issued by the National Health Service (NHS) and the World Health Organization (WHO)

Do

- ✓ Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ Put used tissues in the bin straight away
- ✓ Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- ✓ Try to avoid close contact with people who are unwell

Don't

- ✗ do not touch your eyes, nose or mouth if your hands are not clean
 - ✗ do not approach your neighbours or any members of the estate team if you do have any of the symptoms mentioned below.
1. High Temperature
 2. Cough
 3. Breathing Difficulties

As per Government guidance please;

All people with flu-like symptoms - a fever above 37.8 C or a persistent cough – should self-isolate. if you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for 7 days from when your symptoms started.

If you live with others and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill

If you have self-isolated, we urge you to notify us to ensure we can put precautionary measures in place to assist, for example how to deliver parcels to your apartment and to ensure we put adequate cleaning regimes in place.

Key Symptoms of coronavirus

The main symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath/breathing difficulties

Advice for those that think they may have coronavirus:

1. Do not go to a GP Surgery or Hospital & do not approach site staff or other residents.
2. Go online to [nhs.uk](https://www.nhs.uk) and select the 111 Coronavirus Service or Dial 111.
3. You may be asked to self-isolate and if you are, please kindly contact Reception reception@kingschelsea.com or by phone 020 7352 5752 to inform them of this.
4. The NHS services will advise on next steps if you have been infected by the Virus.

We are pro-actively taking measures to protect our employees and residents alike and we have implemented practical steps to stop the risk of infection spreading and contain the infection if identified.

All contractors undertaking works for us at the development may be put on hold .Those works deemed essential, the contractors will be asked to review the 'Visitors' Information sheet and sign a declaration form to confirm they have not been in contact with anyone with the virus, have not travelled to Europe recently and if they feel unwell, we reserve the right to remove any contractors from site considered to be a risk.

We are pro-actively taking measures to protect our employees and residents alike and we have implemented practical steps to;

A) stop the risk of infection spreading and

B) contain the infection if identified.

Measures include provision of anti-bacterial soaps, wipes, gels etc and for staff including:

- Handwashing and social distancing
- Knowledge and advice of symptoms
- Incubation periods following onset of clinical symptoms
- Absence leave and homeworking arrangements
- Travel and quarantine arrangements

Please be advised, subject to on-going risk assessments, the leisure facility may be closed if deemed necessary to minimise any risk of contamination.

We are also reviewing our contingency plan to ensure that we can continue to provide our core services with the potential of reduced staffing levels if necessary and or required.

With the new guidance from the government to self-isolate from 7 to 14 days if showing certain symptoms, this is likely at some point to put a strain on our workforce and resources to be able to provide the services we need to and would kindly ask for your patience in such circumstances.

We recognise that these are difficult and uncertain times for all residents, but we are keen to ensure that anyone working for and with us and residents at Kings Chelsea are adequately protected.

Further information:

- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Once again, if you are in self-isolation we ask that you inform us as soon as practically possible.

Please contact Reception reception@kingschelsea.com or by telephone 020 7352 5752 to inform them of this.

Kings Chelsea is looking for volunteer residents to help others within the Estate that are self-isolated to ensure they can successfully stay at home by helping them getting the things they need such as medicine, groceries etc. if you are able to help your fellow residents who may be in need, then please email Reception reception@Kingschelsea.com to register your interest so that you may be called upon if needed.

Yours Sincerely,

Mark Perkins
General Manager
K.C. Estate Management Ltd