

IMPORTANT MESSAGE

COVID-19

BACK TO WORK UPDATE – 21 APRIL 2020

As per our previous statement, Scottish Woodlands continues to prioritise the safety and well being of our residents, staff and contractors during these unprecedented times.

However, we have been working in the background implementing new procedures to ensure the safety of all and to ensure that our contractors can recommence duties of maintenance on our residential sites. We are pleased to advise that we are now in a position to recommence our maintenance duties. Our teams will mainly be focusing on grass cutting and weed killing, we will be working in two or three man teams, dependant on the vehicle used to travel to the Development. Please note that at this time we will only be able to manage the common open spaces on Developments, as such if you stay on a development where we would normally manage your front garden we will be unable to recommence this service at present due to safety concerns.

We would ask that you assist us in this process by adhering to the Government guidelines and maintain social distancing from our staff.

As per the Government guidelines, our play areas will remain closed to the general public and we would ask that you continue to adhere to our request and not use these facilities.

Whilst we continue to work with reduced staffing levels, our customer care team are here to assist you with any queries you may have with regards to our maintenance and we would ask that you contact us in the first instance by e:mailing customer.care@scottishwoodlands.co.uk

Whilst normal payment methods will continue for the time being, you can rest assured that none of our residents will be charged for the time when the maintenance had been stopped. We will ensure the interruption in routine maintenance is detailed fully on your next annual bill with any reductions due to our restricted service applied at that point. We would also ask that if residents are experiencing any financial difficulties that they contact us. We will endeavour to assist you.

We are sure that you can appreciate how fluid the situation is at present and would ask you to review our website for updates on our service provision – www.scottishwoodlands.co.uk

We would like to take this opportunity to thank you in advance for your understanding and support during this period.



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