

UPDATED 31 July 2020

COVID-19 SAFETY & SUPPORT MEASURES

We continually monitor the latest official guidance and advice to protect the safety and well-being of our residents across our rental community and the Manchester Life team.

Here are the current set of COVID-19 measures we have in place. Residents should keep an eye on the Manchester Life app for further details and latest updates.

If you have any questions or suggestions, please do let your concierges know or email us at information@mclife.co.uk

Best wishes, *the Manchester Life team.*

Visitors – New Information

In light of new Greater Manchester restrictions, visitors will not be allowed to your homes or the communal spaces until Government guidance permits.

Please be extra vigilant with hand sanitiser when entering your buildings, and follow all new Government guidelines.

Maintenance – New Information

As a matter of precaution, we'll ask you open all windows before maintenance comes to your apartment and either be in another room or leave your home whilst work is carried out.

Our maintenance team will wear face masks and wipe down door handles and any surfaces they touch.

Lifts & Communal Spaces – New Information

With new lockdown restrictions in place, please do not share lifts with anyone outside of your household, and vigilantly respect social distancing in all communal spaces.

Self-Isolating procedures

As per the Government advice, you should self-isolate if:

- you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you've tested positive for coronavirus
- you live with someone who has symptoms or has tested positive
- someone in your support bubble has symptoms or has tested positive
- you're told by NHS Test and Trace that you've been in contact with a person with coronavirus
- you have been told to self-isolate as a precautionary measure In advance of a hospital admission

If you or your household is self-isolating, please telephone your concierge right away so we can keep in touch and advise you on extra safety precautions for deliveries and waste disposal.

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Permanent hand sanitiser stations

We've installed foot-operated sanitiser stations in the communal areas of every building. As a minimum, please ensure you use hand sanitiser every time you enter the building.

Lifts

With the social distancing guidelines remaining in place for mixing with people outside of your household, please do not share lifts with anyone you don't live with.

Parcel delivery procedures

Concierges will receive and deliver parcels for our NHS worker residents and any households who are self-isolating or receiving medicines by post. If you're in this category, do include C/O Concierge in the address.

When ordering non-essential items, please help the delivery drivers and your concierge by grouping your deliveries for one drop on a specific day.

Outdoor spaces

Please ensure you stick to booking procedures for deckchairs and don't move any of the furniture to ensure everyone can maintain safe social distancing and the walkways remain clear.

Communal facilities

Our gyms are back in action. There's additional cleaning, protective screens, sanitiser stations, spacing of equipment, and booking procedures to limit the number of users at any one time. Please speak to your concierges or check out the app for full details.

The clubrooms have been given a refresh and are now open with extra furniture spacing and additional cleaning.

Activities & Local Businesses

Please keep an eye on the ***Manchester Life app***, residents portal and Deanna's Instagram for virtual activities and events, and news and offers from the many fantastic local businesses that are reopening.

Do buy and support local where you can, it will help the fantastic Ancoats community bounce back.

Rent payment challenges

As a result of COVID-19, we know some are facing challenges with meeting rent obligations.

The Manchester Life leasing team are here to help understand your situation and work with you on a solution that allows you time to get back on track as soon as possible.

3-Bed Apartments for home working

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We have a limited number of three-bed apartments currently available. If you're likely to be working from home for the long-term and need a home office or extra space, do make contact and we can discuss availability and pricing should you choose to move to a larger home.

Safe Apartment Viewings

We have recommenced physical viewings and have limited availability across our developments, so do refer anyone to our lettings team if you think they'd enjoy living in the Manchester Life community.

We're encouraging people to use virtual tours as a first step. For physical viewings, we ensure the apartment is open and aired first, visitors wear gloves and a mask, and our lettings team will wait outside the apartment door during the viewing.

After each viewing, all surfaces and handles are cleaned, and the apartment is ventilated ready for the next viewing.