

UPDATED 5th January 2021

MANCHESTER LIFE COVID-19 SAFETY & SUPPORT MEASURES

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

With national lockdown restrictions now in place, the following protocols and guidance applies to all Manchester Life communities until updated official guidance is issued.

As ever, residents should keep an eye on the Manchester Life app for further details and latest updates.

For questions or suggestions, please speak to your concierges or email us at information@mclife.co.uk

Best wishes, *the Manchester Life team*



Permanent hand sanitiser stations

There are 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.

Self-Isolating procedures

For the safety of yourself and other residents, you must inform your concierges via telephone or email if your household is self-isolating.

We'll advise you on extra safety precautions for deliveries and waste disposal and be on standby for any other support we may be able to assist with.

Visitors

Only support bubble visitors or visitors providing care for anyone considered vulnerable will be permitted. Please email or telephone your concierges in advance if you expect to have a support bubble or care visitor.

A support bubble is a close support network between a household with only one adult in the home (known as a single-adult household) and one other household of any size.

Gyms, Clubrooms & Outdoor spaces

Gyms and Clubrooms will remain closed until new local or national restrictions apply.

Lifts

Please do not share lifts with anyone outside of your household or support bubble.

Maintenance

We'll continue urgent maintenance and all scheduled routine maintenance. Please let us know if you'd prefer to delay any scheduled maintenance.

Before our maintenance team comes to your apartment, we'll ask you to open all windows and either be in another room or leave your home whilst work is underway. Our maintenance team will wear face masks and wipe down door handles or surfaces they touch.

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.

Activities & Local Businesses

Please keep an eye on the *Manchester Life app* or residents' portal for virtual activities and events, news and offers our fantastic local businesses that can operate take out or delivery services.

Do buy and support local where you can, it will help our 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.

Moving to a different Apartment

We have a limited number 1,2 and 3 bedroom apartments currently available.

If you're likely to be working from home for the long-term and need a home office or extra space, or wish to downsize we can offer the flexibility within our buildings please do contact the leasing team and we can discuss availability and pricing should you choose to move to a different size home.

Safe Apartment Viewings

We're encouraging anyone considering a move to one of our communities to use virtual tours as a first step. Our leasing teams will also conduct viewings via Facetime or Whatsapp video calls.

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.