

# HOW OCEAN IS RESPONDING TO THE CORONAVIRUS (COVID -19) OUTBREAK

## A message from Mark Gardner, Chief Executive of Ocean Housing Group.

**“Hello, I hope this update finds you, your family and your community safe and well.**

Firstly, on behalf of the entire Ocean Group, I want to once again express our sincerest gratitude for your patience and understanding during these unprecedented times.

The coronavirus outbreak has presented us all with unique challenges, and I am incredibly proud of how well our team, and you our tenants, have responded to them so far.

As you know, we have been carefully following Government guidance, since the ‘lockdown’ restrictions were first imposed all those months ago on March 23, and only operating essential services.

As we have said before, although the office doors are closed – we are always here for you, and this will never change.

Our Customer Service advisors and other staff, working remotely, have been doing a fantastic job to provide support and reassurance. Meetings have been held virtually, and our Emergency Repairs team have been putting in heroic efforts.”



### **Returning to ‘normal’ work across all areas, in a planned and phased way**

“Now that Government restrictions are being eased, we are delighted to be restarting other services – as long as we feel that, in each case, it is safe and responsible to do so.

Many staff returned to construction site work on May 11, after the Prime Minister’s ‘Reopening society’ announcement. At the start of June, our Grounds Maintenance team also returned and will be cutting grass on our estates.

Over the next few months, other services will hopefully follow. As ever, we will update our social media, website and Ocean Housing app regularly to keep you well-informed.

Please take a look at this ‘roadmap’ image overleaf showing our planned next steps. Each phase will be implemented with the safety, security and wellbeing of our tenants and staff at the forefront of our minds. The dates are therefore an indication of services returning, and the exact dates will be notified on our website and social media sites on a weekly basis.

Once again, thank you for your support – it is very much appreciated by all of us.

“If you have any questions, please get in touch. You can also visit [www.oceanhousing.com/coronavirus](http://www.oceanhousing.com/coronavirus) for additional information and details.”

Kind regards and stay safe

**This image is a roadmap of our planned next steps.**

We will be working hard to make sure each phase is completed as hoped, but will constantly be reviewing this plan in line with government advice and the health and safety of our team and residents.

Follow us on social media and keep checking **www.oceanhousing.com** for updates. *Thank you.*



**END OF JUNE -**

- Restart of Cornish unit energy efficiency work and external decoration programmes.
- Non-urgent repairs to be booked, if outside.
- Communal cleaning and caretaking.
- Empty property repairs and lettings services (Cornwall Homechoice re-opened on June 4).

**JUNE ✓ -**

- Construction sites reopened on 11 May.
- Grounds Maintenance Service started back on estates 1 June.
- Dealing with and responding to post resumed on 15 June.



**END OF JULY -**

- Estate inspections to restart.
- Neighbourhood Service Officers to provide face-to-face home visits to tenants where essential, following strict guidelines.
- Routine repairs, surveys and other property compliance work (such as boiler appliance replacements and second smoke alarm installs).



**END OF AUGUST -**

- Our kitchen and bathroom programme to recommence, as well as window replacements.



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