

Coronavirus FAQs and SDL Property Management

With the news surrounding Coronavirus (Covid-19) changing by the hour, we're taking proactive steps here at SDL Property Management to make sure that it's business as usual during the next few months, regardless of what they throw at us. Our number one priority is making sure that we protect our customers as well as our staff and their families.

We've put together some FAQs here to help with some of the questions you may have.

Will I still be able to get in touch with the business?

We're working hard at SDL Property Management to make sure it is business as usual therefore we want to assure you that our working hours have not altered. You can still contact our team or out of hours service if required. We encourage you to contact us via [SDL 360](#), email or call rather than hard copy letter as all our offices are now officially closed to everything except absolutely essential tasks.

What happens if there is something that needs repairing on site that has not yet been reported?

We encourage you to still report the issue to your Property Manager or to log it on SDL 360. Your Property Manager will evaluate each request and let you know what can be done and when.

What should I do if I suspect I have symptoms of Coronavirus?

We recommend that you follow the advice given by the NHS here - <https://111.nhs.uk/covid-19>. We also ask that you let your Property Manager know either by calling or posting on [SDL 360](#). The Property Manager can then evaluate each case to look at options that can be done and whether the site needs more cleaning.

What should I do if I suspect someone in my building has Coronavirus?

As advised by the NHS ensure you keep your distance for the person you suspect and follow the guidance on washing your hands and not touching your face. Again, we ask you to let your Property Manager know about this. They will be able to evaluate each case and provide options around whether the site needs to be cleaned.



Do I still have to pay my service charge?

We understand that there are many people in the country who are facing a somewhat uncertain financial future. The government has announced a range of measures to support people during the present crisis and we would urge our leaseholders to explore these measures if they are in difficulty. We here at SDL collect service charge to ensure that we can continue to provide the services that our customers expect from us. Without the service charge we can no longer pay for cleaning services to be performed and take care of routine maintenance at your site.

What do I do if my financial status is impacted by Covid-19?

We understand that it is a worrying time for many people's financial future. The government has announced a range of measures to support people financially during these uncertain times. We would like to urge you to explore these measures if you are in difficulty.

Will my Property Manager still be visiting site?

In line with Government Advice, we have advised our Property Management Teams to limit site visits to taking care of essential tasks. Each development we manage is different but where we have issues related to the health and safety of people living there we are prioritising these, as well as dealing with issues that could have detrimental impact to the buildings if not dealt with promptly.

Can we still use communal play areas?

Further to recent government guidelines, in order to prevent the spread of Covid-19, we have taken the decision to close down the external play areas on the sites that we manage until further notice. Please refrain from using these areas and equipment immediately. We appreciate your cooperation during this unprecedented time.

How should I contact my Property Management team?

We have been working hard to ensure that you can still get in contact with us in all the usual ways. Our team members are working from home but you can still reach them on the phone or via email in the usual way. We are also encouraging customers to sign up to our portal – [SDL 360](#). If you don't already have access, please find the link on our home page and register there!