

McCARTHY STONE

Life, well lived

TUDOR ROSE COURT NEWSLETTER JANUARY 2021



"2021 BEGINS"

We could argue to say this has not been the best start to a new year! But before we do, let's look at the positives to the start of New Year and have a little evaluation on the previous year.

Despite increasing anxieties from the current pandemic throughout the 2020 we have all managed to stay clear of this terrible virus, we have developed new ways to communicate and at times we managed to find some joy and laughter. Despite necessary adjustments we have managed to continue with all our services. We are fully aware that this is not the customer journey you expect from us but I can assure you we are working very hard to ease some of the worries and anxieties in these difficult times.

This year we have further hope with the new vaccine being distributed we can expect to see some positive effects by the summer. The hope is that 2021 will be the year that beats this pandemic and we can once again enjoy our lives to full.

RESTRICTIONS DUE TO NATIONAL ALERT LEVEL

As you are all aware we had to stop domestic clean service in order to protect you and any possible spread of infection. We are fully aware that this is a great inconvenience to you but equally it was a necessary step to ensure your safety.

We are now offering laundry service, meal delivery service and refuse collection service in order to minimise the inconvenience. We are also happy to offer local shopping service.

We have increased our communal cleaning schedules.

“Remember you are not alone if you feel changes are having a detrimental affect on your well being please let us know. We are still continuing with our companionship service in order to make sure those in need have the emotional support”

“OUR CURRENT STATUS AND WHAT DOES THIS MEAN”

Our development is currently on “Caution” status. This is because member of the team has tested positive. I am sure you will be familiar with the significant increase on infection rate throughout the country particularly in Portsmouth, it is almost impossible to stay clear of this terrible virus. However, thanks to our weekly testing we were able to detect this early and take action before it spread here at Tudor Rose Court. Unless we have any new confirmed or suspected cases we will be able to move to “normal” status on the 21st January 2021. Current status of Caution means that we have to close our communal social areas as well as the Laundry room and refuse area to homeowners.

After the 21st we will be able to open the laundry room and refuse area once again to be used one household at the time in line with the national social distancing rules.



We are mindful of the fact that these difficult times can feel very lonely therefore it is now more important than ever that we keep our communication open. Our "Zoom" meetings still continuing thanks to some homeowners efforts it has growing. If this is something you would like to consider we can help with the technical side for you all to join. Once its set it is user friendly and very accessible.



Lifts: Due to combination of national restrictions and festive holidays we have experienced delays addressing the issue effecting the large lift. This should be addressed during this week and I will inform you once the issue resolved.

Faulty Glass on the stair case: On December's newstletter we have informed you that works would start 7th December to fit the replaceent glass. This is delayed due to national restrictions. I will inform you further as it develops.

Financial Sub Committee : Noone has registered interest on this from our December newsletter. However, couple home owners has forwarded list of enquiries and this has been supported by some other houseowners. Donna Bailey (Area Manager) is in the process of gathering relevant information to address these enquiries.



Please remember that we are placing refuse and laundry outside the front doors in order to minimise contact with homeowners, If you leave your apartment please be mindful that these could be trip hazards on the corridors. If you need assistance please make a member of staff team aware or contact the office.

This month Priscilla and Lucie are both leaving us. Priscilla is relocating within the UK and Lucie has decided to make a change. They have both been valuable members of the TRC team and we will miss them both. We are thankful for all their contribution to our team.

