

## Customers Q&A

### How will our site be maintained during this time?

Unfortunately it is inevitable during this period that services will likely be significantly impacted with works such as grass cutting, weeding and litter picking likely to be significantly reduced or perhaps stopping completely. We know that this will have an impact on how the area around your homes currently looks but we feel that it is imperative to respect government guidance, protect the health of everyone and minimise social contact where we can. Our current plan is to continue for as long as we can in doing the regular health and safety inspections and also undertake any necessary health and safety based works or repairs.

### What about the litter and the bins?

As mentioned above it is likely the bin emptying regime on our sites will decrease significantly over the next few weeks. Therefore we are asking you to refrain from using the bins on site and take any litter or dog mess home with you if you can, even if the bins aren't full, as we can't be sure when we will be able to empty them again.

### Why have we closed the play equipment?

If you have a play area on site we have chosen to close them to minimise the chances of the virus spreading through children. Where we have closed them, we have placed signs up, or we will be doing so at the first available opportunity. We appreciate that many of you may be working from home and have children with you but we please encourage you to make sure your children aren't using any play equipment.

### Will we get a refund for works not completed during this time?

Although there will be a reduced service on site we won't be able to offer refunds at this time for works not completed. We expect that once government guidelines have been relaxed that there will be significant works on site needed to bring them back up to the required specification, which will require more manpower and therefore more time on site. Please be reassured that once we reach the end of the service charge year we will do a full review of the maintenance completed during the year and reconcile the work done against the service charge budget. Residents will only pay for the work which has been done. Once the accounts have been reconciled we will issue credits to people's accounts if there has been an underspend.

### I can't afford to pay at this time. What are my options?

We understand that in the current climate some of you may be struggling to pay your service charge/fee, either in full or by monthly direct debit. If this is the case then we would ask you to email us at [mail@thelandtrust.org.uk](mailto:mail@thelandtrust.org.uk) outlining your current financial situation and suggesting a payment plan that you feel you can manage and that will pay the full service charge over the time required. Our finance team will then be in touch with you to discuss this and agree a way forward with you.

### Cheques/Post

The Land Trust is running as normal, but we have closed our office and our staff are now working from home. This may mean there is a delay in us getting any cheques or direct debit mandates that have been sent to us by post. We would therefore ask during this period that you contact us by email where you can or make payments via the My Land Trust portal. Direct debit mandates can be scanned in and sent to us or you can send us a photo taken on your phone to [mail@thelandtrust.org.uk](mailto:mail@thelandtrust.org.uk)