

Dear resident,

Following the Government's announcement over the weekend, England is moving into a new 'lockdown' period that has come into effect from today. The news reflects the ongoing seriousness of COVID-19 and underlines the critical importance of following the guidelines to limit the spread of the virus, keeping our fellow residents and the wider community safe.

The new Government regulations mandate a ban on mixing with others indoors beyond your home, and prohibit all non-essential indoor activities. In order to comply with the law, all Chapter buildings will be introducing the following measures:

- We will close all communal areas in Chapter buildings to limit the spread of COVID-19. This includes the gym, cinema, study space and lounge areas, although the laundry rooms will remain open with the appropriate social distancing measures in place
- Non-essential cleaning and maintenance work in rooms will also be reduced to a minimum in order to limit the spread of the virus and to protect the health of those working on site, although all essential maintenance work will continue as usual
- We will continue to ensure increased cleaning throughout the building and focusing on frequently touched parts, such as doors, lifts and corridor walls

To help us stop the spread of the virus, and to protect yourselves we also strongly encourage everyone to continue to wear a face mask when moving around the building and to wash and sanitise your hands regularly.

Introducing these restrictions is highly regrettable, and we do not underestimate the impact this may have on your daily lives. We want to emphasise that we will of course keep these restrictions under review and monitor closely the Government guidance as it is updated and changed, with a view to re-opening communal areas as soon as it is safe and legal to do so.

We would also like to remind you that:

- New Government restrictions mean that during the lockdown residents may not enter another person's household; this means that the only people present within an apartment or room should be those that live there, you cannot invite guests inside. We have to follow these restrictions as they are the law.
- If you test positive for COVID-19 you must self-isolate for 10 days and inform anyone you have been in contact with. If you are unclear about any of the UK Government COVID-19 regulations, please visit <https://www.gov.uk/coronavirus> or speak to your Chapter community team.
- If you need to self-isolate, please complete the self-isolation form [property team to add link to page] on the Chapter app, so our team can give you all the support you need.

These restrictions are part of the Government's wider advice not to leave or be outside of your home except for specific purposes, and not to travel home to limit the spread of the virus. For example, you are able to leave home for either education, work or medical reasons.

It is important to remember that while we are required to introduce these restrictions within Chapter buildings, you should make the most of what the new rules do allow you to do, which includes one person meeting one individual from another household outdoors, exercising outdoors and using local businesses for takeaway purposes.

To facilitate this, you will be able to access outside some communal areas, where they exist, such as courtyards in Chapter buildings. However, on-site staff will control access to these outside areas to prevent the mixing of households beyond the two-person rule.

Our main priority has always been and will continue to be the safety and well-being of our residents. Please do inform us if you received a positive test result or are isolating so that you can take advantage of our COVID 19 support services. Your Chapter community team are always here for you and we urge you to reach out if you are struggling or simply need to talk. You can email us at TalkToUs@chapter-living.com or call your Reception team directly.

Please remember during these difficult times to visit the online resident experience offer for great virtual events and on-demand content, which is available [here](#). Our hope is that by making the most both of these resources you will be able to take steps to support your wellbeing effectively.

We want to thank you once again for your continued support at this very challenging time. We are extremely grateful, and know that by working together and looking out for one another as a Chapter community that we can look forward to better days ahead.

Best wishes,
Your Chapter Team