



Coronavirus: Parks, areas of green space and communal amenities

UPDATED: Tuesday 5 January 2021



Our ability to use green spaces and communal amenities is vitally important for our wellbeing at this difficult time. However, social distancing, as set out by the Government, continues to be crucial, as do the guidelines announced on Monday 4 January 2021.

Following the updated guidance (which came into effect on Tuesday 5 January 2021), we are continuing to review the measures we have put in place to prioritise the health and safety of residents using communal green spaces and communal amenities.

With this in mind, outdoor playgrounds, neighbourhood parks, allotments and public gardens remain open at our communities – but they must be used within the Government guidelines on social distancing. We have copied an excerpt of the guidance on Gov.uk below:

You should minimise time spent outside your home

It is against the law to meet socially with family or friends unless they are part of your household or support bubble. You can only leave your home to exercise, and not for the purpose of recreation or leisure (e.g. a picnic or a social meeting). This should be limited to once per day, and you should not travel outside your local area.

You can exercise in a public outdoor place:

- by yourself
- with the people you live with
- with your support bubble (if you are legally permitted to form one)
- in a childcare bubble where providing childcare
- or, when on your own, with 1 person from another household

Public outdoor places include:

- parks, beaches, countryside accessible to the public, forests
- public gardens (whether or not you pay to enter them)
- the grounds of a heritage site
- playgrounds

[For further details, please visit Gov.uk.](#)

For the benefit of your neighbours and your community, please do take notice and respect the use of green spaces and parks in line with the Government guidance.





Using green and communal spaces within your community

It remains essential that areas of green space continue to be safe for people to use at this time. These spaces will be vital to many of you when undertaking exercise, such as walking (including walking a pet), running, or cycling. Open green spaces will remain available for use, but we do ask that you obey social distancing rules.

Undertaking essential maintenance work

Following advice and guidance from our industry associations, together with direction from the management company directors, we will continue to work with our contractor partners to deliver the normal range of services on your estate. Mandatory tasks such as fire system testing in blocks of apartments must continue.

You will appreciate that some disruption in services may be encountered if a contractor is unable to attend site or undertake works due to Coronavirus. Our contractor partners who undertake these activities may work in pairs, in which case they will have appropriate masks and Personal Protective Equipment and will maintain social distancing at all times.

As always, if you notice any issues with any communal spaces, please flag this with us via the normal means:

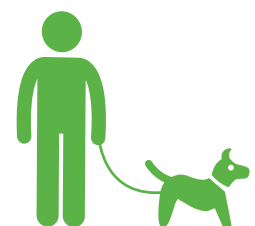
email helpdesk@preim.co.uk

call 01778 382 210

or by logging it as a fault in your community app

Please also be advised that we continue to aim to provide an online option for resident's meetings for the foreseeable future – many meetings have already taken place online. For updates regarding your resident's meetings, please either contact the Preim Helpdesk or visit the Preim website, your community website or your community app.

All service charges and terms of payment remain unchanged at this moment in time, as emergency work will need to continue with health and safety measures in place. We will of course keep the situation, in its entirety, under constant review.





Your community at this difficult time

On a final note, our communities are more important than ever right now. If you would like to learn more about offering volunteer support to those vulnerable or self-isolating in your community, please check your community website for more information about any initiatives you could support. Equally, please keep in mind that the green spaces are for the whole community to safely enjoy, whilst observing social distancing and the Government restrictions. If you have any questions around the use of green spaces, please refer to the Government guidelines <https://www.gov.uk/coronavirus> and do not hesitate to contact Preim <https://preim.co.uk/>

Payment of Service Charges & Ground Rents

If you have any concerns about your ability to pay the service charge in the short term, please contact the Preim Ltd helpdesk:

- call 01778 382210 Option 2. Lines open 24/7
- email helpdesk@preim.co.uk

Our staff will be available to discuss any concerns that you may have.

Whilst it is important that residents do pay their service charge so that your management company continues to have the cash available to pay its suppliers, we do understand that in these uncertain times many people are having urgently to review their own personal finances.

We continue to monitor our terms of payments and the service charges, in line with the latest government advice for businesses.

