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16th February 2021

To all owners and residents

Please be advised that the intercom system is being replaced. Beta Security will start work on the 22nd February.

They intend to start on the first block – Flats 1 – 7 and work their way through.

If you are a tenant your owner should have contacted you to advise you.

In order to be able to replace the existing system it will be necessary for the engineers to access your property.

Beta Security have advised that on a daily basis:

1. All engineers and personnel are asked to confirm that they do not have any symptoms of covid or any other illness. All engineers and personnel have already been advised that they must not work if they or their household have any of the Covid symptoms.
2. All engineers and personnel are temperature checked on entry to workshops/offices. Anyone at 37.8 or above is immediately sent home.
3. All engineers have ID.
4. Engineers can only access premises on appointment.
5. All Vehicles/engineers carry:
 - a. Disposable masks changed every time another property is entered.
 - b. Disposable Gloves changed for each property.
 - c. Hand sanitiser to be used whenever gloves removed.
 - d. Sanitiser spray/wipes to wipe down all surfaces touched within property before leaving.
 - e. We have our own sanitary toilet facilities. So must not use a residents' toilet/bathroom.
 - f. We do not enter premises except area adjacent to the door for fitting the handset.
 - g. Residents must wear mask when opening door; after opening door must step back at least 2 metres and must distance themselves to another area or at least two metres away with a mask (that we can supply to them)
 - h. Residents must not offer tea, drinks, food to engineers. They have been instructed to refuse anything offered.
 - i. Battery drills will be used so no lead/power required. Battery vacuums will be used so no lead required.

- j. After fitting and cleaning, engineer will call out that he's leaving and close door behind.
- k. No signatures required as engineer will take a photo of the completed works.

If there are any issues whatsoever you must contact the Directors as soon as possible or contact the property owner so that we can make arrangements. If the upgrade is not made you will not be able to use the intercom.

Existing fobs will continue to work on the new system.

Yours sincerely

Highland Court (Woodford) Limited