

Dear resident,

Due to the on-going situation with COVID-19, also known as coronavirus, our board and our Chief Executive have taken the difficult decision to pause all regeneration work on the Grey Mare Lane estate.

We are about to enter a regeneration stage which requires a lot of detailed consultation with you, our residents, and our stakeholders. Given the government's guidance on remaining at home and practising social distancing, properly consulting with people is going to be difficult.

This decision has not been taken lightly, but the health, safety and wellbeing of our customers and colleagues is the most important thing to us.

To protect our customers and our colleagues, we will now be completing emergency repairs only. All routine appointments will be rescheduled for a later date. To book an emergency repair, you can now fill out this form on our website alongside calling our customer service team.

We understand that some residents may be worried about paying their rent, but please be assured that we will not be pursuing evictions during this period and we will continue to support you through our One Money team if you are having any financial difficulties.

We have also taken the decision to close all our offices and postpone any events or workshops we have planned. The premises affected are:

- Lovell House
- The Tesco Hub in Gorton
- Eastlands House
- The Workshop in Moss Side
- The Aquarius Centre

There are also a number of premises that we offer services from, which are now closed. These are:

- The Place at Platt Lane
- All Community Grocers
- S4B Housing
- The Wells Centre
- Cornbrook Community Shop
- The Grange

We will still be carrying out customer appointments by telephone wherever possible, and you can still get in touch with us using our web form, our web chat or by calling customer services on 0330 355 1000.

If you're currently self-isolating, or have tested positive for coronavirus, please let a member of our team know so we can make sure we support you appropriately.

You can find all the latest information on our services, and all the support you can receive by visiting our dedicated coronavirus hub on [www.onemanchester.co.uk/latest-coronavirus-information](http://www.onemanchester.co.uk/latest-coronavirus-information)

Yours sincerely,

Dave Williams

A handwritten signature in black ink, appearing to read 'D Williams', with a stylized, cursive script.

Executive Director of Assets and Growth