

## Factoring Team

### Coronavirus Service Update – June 2020

#### Backcourt Maintenance Services

We hope you have been able to stay safe and well over these past few months.

If you receive any of the backcourt services at your property the following information applies, if you do not receive any of these services please disregard this letter.

As you will be aware from our website updates and previous correspondence issued to residents, Caledonian Maintenance suspended their backcourt maintenance services, on 23 March 2020 following Government guidelines and all charges to residents who receive backcourt maintenance stopped from that date.

The contractor has been able to maintain normal services for carrying out the bin pull out service and the quarterly power washing of the bin store area throughout the lockdown period to properties who receive these services. I can confirm that the bin store sweep and tidy services re-commenced week beginning 4 May 2020.

We are now pleased to inform you that Caledonian Maintenance will gradually be resuming their backcourt maintenance services again as follows:

- **An initial visit will be carried out by the end of June 2020 to properties who receive the backcourt maintenance service which will entail grass cutting and weeds will be strimmed down.**
- **Normal backcourt maintenance services will resume from 1 July 2020.**

**If you rent out your property, please advise your tenants accordingly.**

Our factoring team are here to help and can be contacted on 0141 357 3773, Option 4.

We would like to thank you for your patience and understanding at this time.