

# CENTRO

## Coronavirus (COVID-19) Information

We are sure you will be having concerns in regard to how we are dealing with these unusual times. Here at Centro and Christies we wanted to keep you up to date with our plans due to the Coronavirus pandemic and the recent and regularly changing Government guidelines.

Firstly, we are absolutely committed to you, and we will continue to support you in these unprecedented times. Our dedication to our staff, clients, tenants, contractors, suppliers and the local community is paramount and we remain here to help. However, in that chain there are many sub-suppliers of service and what we are putting in place is dependent upon that support having been customised by them to the same extent as our own. We are confident that it should have been.

We are making some modifications to our working practices to ensure that health and the wellbeing of all is at the forefront, in line with the evolving guidelines.

### Residential Block Management

Tel: 020 8401 1000

[info@centro.plc.uk](mailto:info@centro.plc.uk)

[blockmanagement@centro.plc.uk](mailto:blockmanagement@centro.plc.uk)

In this case, our offices are now closed for the immediate future. As a precaution preferred by the Government, and generally our staff will be working remotely.

Should you call 020 8401 1000, your call will be received into an automated answerphone response that will give a short message advising the enforced temporary certain way in which we will endeavour to respond.

### Generally

Should your query be of an accounting type, it can only be dealt with in an email or land mail way (of course whilst that lasts).

If your wish is to inform us of the difficulty you may have in regard to making payment, ours is a responsibility to collect funds in a formally and legally regulated way.

Our compassion and understanding will be considered after you have indicated that you have gone through the Government's lines of access, and also have received a reaction to a self lead approach to a mortgagee or other source of support, and evidence of the results from such. Our consideration will be based on that information.

We have a global responsibility to endeavour to supply services expected from us.

### Commercial

Tel: 020 8401 1000

[commercial@centro.plc.uk](mailto:commercial@centro.plc.uk)

In this case, our offices are now closed for the immediate future. As a precaution preferred by the Government, and generally our staff will be working remotely.

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## Residential Lettings

Tel: 020 8401 5000

[residential@centro.plc.uk](mailto:residential@centro.plc.uk)

## Christies

Tel: 020 8401 5000

[christiesales@centro.plc.uk](mailto:christiesales@centro.plc.uk)



In these activities, our offices remain open for the immediate future, but as a precaution, many of our staff will be working remotely. If either of our offices are forced to close, our staff will support you remotely to continue offering as close to a normal service as possible.

Whilst we are putting in place these changes and in order to continue to serve and be here for you when needed, we would appreciate your patience with these inevitable delays. In order to protect everyone, we will be conducting meetings by telephone where possible and most other interaction will be reduced to essential appointments only.

We will endeavour during this unprecedented and fast-moving time to keep you informed of any changes to our business that may affect you during this period.

Our offices will effectively be closed to any unauthorised visitors not permitted by prior appointment.

We have a global responsibility to endeavour to supply services expected from us and it goes without saying we wish you, your families and all concerned, a smooth journey in these uncharted waters.