



SAXON
WEALD

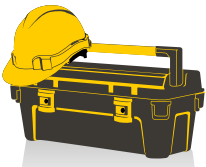
Service! update!

15 June 2020

Getting back to work after lockdown



www.saxonweald.com



Repairs

| JUNE | | | | | | |
|--------------|--------------|--------------------|--------------|--------------|--------------|--------------|
| M | T | W | T | F | S | S |
| X | X | X | X | X | X | X |
| X | X | 10 | 11 | 12 | X | X |
| 15 | 16 | 17 | 18 | 19 | X | X |
| 22 | 23 | 24 | 25 | 26 | X | X |
| 29 | 30 | <i>Catching up</i> | | | | |

Until 19 June – we're catching up on the repairs that were cancelled because of lockdown. If your repair was cancelled, we will be in touch with a new date.

Unfortunately the supply of materials has been affected by lockdown. If there is a shortage of the materials we need to carry out your repair, we will contact you to rearrange the appointment. Thank you for your flexibility.

From 22 June – online repair booking **only**. To help us manage increased demand, you can only book a repair appointment using mysaxonweald.com.

Please only call us if it is an emergency.

| JUNE | | | | | | |
|--------------|--------------|------------------------------|--------------|--------------|--------------|--------------|
| M | T | W | T | F | S | S |
| X | X | X | X | X | X | X |
| X | X | 10 | 11 | 12 | X | X |
| 15 | 16 | 17 | 18 | 19 | X | X |
| 22 | 23 | 24 | 25 | 26 | X | X |
| 29 | 30 | <i>Online bookings begin</i> | | | | |

| JULY | | | | | | |
|------|----|--------------|--------------|--------------|-----------------------------|--------------|
| M | T | W | T | F | S | S |
| 6 | 7 | X | X | X | X | X |
| 13 | 14 | 15 | 16 | 17 | X | X |
| 20 | 21 | 22 | 23 | 24 | X | X |
| 27 | 28 | 29 | 30 | 31 | <i>Phone bookings start</i> | |

From 6 July – you can call us to book repairs, but please continue to use our online services if you can. You can see the same appointments online as our call team can see, so save yourself time and go to mysaxonweald.com.

Please note that the above is subject to change dependent on government advice on the coronavirus situation.

Planned property maintenance

Work on planned improvements such as replacement kitchens is on hold, as we think it is more important to deal with people's immediate problems. Once things have settled down, we will get our programme of planned works sorted. We will be in touch with those customers affected when we know more.



Lettings

Letting our empty homes is now happening, but please bear with us while we get back on track.



Mutual exchanges

We are accepting applications, but we won't be able to start working on these until August. We will be in touch with you when we go through the application so there's no need to call us.

Customer support

Our customer support team are available to help with your enquiries as usual. Contact the team through mysaxonweald.com, by email at hello@saxonweald.com or on 01403 226000. You can also find help and advice on our website www.saxonweald.com.



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MySaxon Weald

get nnected It's so much easier online

Don't have an account? It's easy to register and there is a video online to show you how. Just go to www.mysaxonweald.com

Information correct at 15 June 2020.

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