



Hello

Hope you are well in these unprecedented times?

We are dropping you a line to let you know our working arrangements over the coming weeks/ months.

With effect from 23rd March 2020, staff will be working remotely from home with access to all the usual electronic data. However, they will not have immediate access to your physical files or records.

To enable us to continue to work during this forthcoming period, staff will be permitted to take home on a temporary basis physical files and (your) books and records. **Please can you contact us immediately if you do not give permission for your books and records to be held off site during the period they are being worked on?**

If we do not hear from you in five working days we will assume that you are happy with these arrangements so business may continue as usual.

Staff and I will be able to access our email in the usual manner and this will be the most efficient method of communication.

If you do wish to telephone the office, please be aware that there may be some delay in responding to your call. Please do leave answer phone messages as I will periodically pick these up.

If whilst working on your affairs from home either Katie, Clare or Donna do need to contact you with queries they will use their own phones and we ask that these are numbers are not passed on or used after this situation ends.

As Katie and Clare will be working at home with small children (possibly off school) please accept there may be some background noise.

Additional Support

As you may be aware the Government are putting in a range of measures to assist individuals and business during this time.

We are keeping abreast of the updates and financial help available.

If you want to check on the support and information available from the government please follow this link:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

If you have any queries or concerns about financial matters and your own situation then please do not hesitate to contact us.

Kind regards

Michele