

RETURN TO OPERATION – MAINTENANCE SERVICES

Following the temporary cease of all operations throughout the Jenner Group on 25th March 2020, in response to the ongoing COVID-19 pandemic, we have established enhanced safety procedures and new ways of working that has allowed construction activity to resume in a phased manner over recent weeks and we are now in a position to recommence non-emergency maintenance services from Monday 8th June.

Our decision to close our office and all construction sites was essential to safeguard all those for whom we have an absolute duty of care and it remains imperative that we continue to remain alert and act in a safe and responsible manner, doing everything within our power to minimise any potential risk to the safety of our staff and all business stakeholders.

All maintenance staff will be provided with full PPE to safeguard both themselves and others and will observe our adopted strict social distancing guidelines. We politely request in return that all those whom we will work alongside observe government guidelines in terms of social distancing and treat our staff and contractors with the utmost respect whilst carrying out our work. It is imperative that due caution is exercised when requesting our services, should the required work pose any potential risk to our team in terms of anyone experiencing symptoms or a confirmed case of Coronavirus.

As we gradually return to full-service provision, we would respectfully request your patience at this time to allow us to respond to all future requests with the same levels of quality and care that we pride ourselves on, whilst dealing with the back-log of call-outs arising as a result of our period of closure. It may therefore not always be possible to respond within our stipulated 7-day timescale and we will endeavour to respond as swiftly as possible and keep you informed throughout the process. All enquires received during our period of closure have been logged and their timeframe for remediation will commence from our reopening on 8th June.

Jenner would like to firmly assure you that the safety of all is of the utmost importance and at the forefront of our thinking. If you would like to know more about the policies and procedures we have adopted these can be found within the specific 'COVID-19' section of our website www.jenner-group.co.uk/COVID-19 and if you have any further questions or queries you would like to raise please do email us: communications@jenner-group.co.uk and we will endeavour to respond as soon as possible.

Thank you once again for your understanding and patience at this time, which is appreciated by us all.

Neil Hardley - Contracts Maintenance Manager