

20th March 2020

Dear Valued Customer,

With the intensifying Covid-19 situation, we are all facing an unprecedented situation at present which is impacting upon our daily lives and our businesses.

I would therefore like to take the opportunity to update you on the measures that we, at Martin's Properties, are taking to support our staff and customers.

Our team

The health and safety of our staff, customers and the wider public is of the utmost importance. Therefore to protect the health and wellbeing of our staff and customers and ensure we continue to operate, we have temporarily closed our London office. The team are all working remotely with full capabilities and we have tested all of our systems with full functionality. It is therefore business as usual, in so far as possible. During this period, we will continue to seek to deliver all of our usual services and adhere to our company values: team work, putting our customers first and being transparent in our communication.

Our suppliers

The smooth running of our business relies on the in-house team but also a number of suppliers, from larger companies to one-man bands. We have strong relationships with all of our contractors and suppliers and we will be continuing to operate our services as far as possible in order to maintain our properties to the highest possible standards. I am sure you can appreciate, there will undoubtedly be limits imposed upon all of us due to Government restrictions which we must adhere to. We are requiring all customers and suppliers to complete a triage questionnaire prior to entering any of our buildings and we have a checklist of health and safety measures all parties must comply with.

Our customers

We appreciate that this is a difficult time for not only us, but all of our customers. It was a relief to see the Government providing support for small businesses and abolishing business rates for retail, restaurant and leisure businesses for the next 12 months. We hope the assistance will be extended to other sectors including offices, industrial, hotel and residential in due course. We will continue to monitor this situation and provide assistance to our customers as much as possible.

It is more important than ever that we work as a team and kindly ask for your patience and support during this period.

We are here to help and will be contacting each of our customers individually in order to discuss what we can do in that regard. Clearly this is a tough time, but together as a team we will support each other as best we can and ensure the disruption to our lives and businesses is kept to a minimum.

On behalf of the team here at Martin's Properties, I wish you good health and thank you for your continued support through this unprecedented period.

Kind regards

A handwritten signature in black ink, appearing to read 'R Bourne', with a small flourish at the end.

Richard Bourne
Managing Director