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| 09 March 2020 |
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| Dear Customer,  As you have probably been hearing in the news, the Coronavirus has been spreading across the world, and the numbers of cases has been increasing in the UK. SDR is currently business as usual; however we have been looking at taking precautionary measures in case the impact of the virus significantly increases. You will be able to contact us on the usual telephone numbers or via email. We will be updating our website at [www.southdevonrural.com](http://www.southdevonrural.com).  This may mean we may not be able to provide the usual housing and repairs service for a period of time, for example if a high number of staff and contractors are affected by the virus, or the Government initiates any further restrictions.  Please see below general advice from the Government, if you are concerned about your own health.  The symptoms of coronavirus are:   * a cough * a high temperature * shortness of breath   But these symptoms do not necessarily mean you have the illness.  The symptoms are similar to other illnesses that are much more common, such as cold and flu.  **How coronavirus is spread**  Because it's a new illness, we do not know exactly how coronavirus spreads from person to person.  Similar viruses are spread in cough droplets.  It's very unlikely it can be spread through things like packages or food.  **Do I need to avoid public places?**  Most people can continue to go to work, school and other public places.  You only need to stay away from public places (self-isolate) if advised to by the 111 online coronavirus service or a medical professional.  **How to avoid catching or spreading coronavirus**   * wash your hands with soap and water often – do this for at least 20 seconds * always wash your hands when you get home or into work * use hand sanitiser gel if soap and water are not available * cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze * put used tissues in the bin straight away and wash your hands afterwards * try to avoid close contact with people who are unwell * do not touch your eyes, nose or mouth if your hands are not clean   **Check if you need medical help**  NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do.  Use this service if:   * you think you might have coronavirus * in the last 14 days you've been to a country or area with a high risk of coronavirus * you've been in close contact with someone with coronavirus   [**Use the 111 coronavirus service**](https://111.nhs.uk/covid-19)  Information:  Do not go to a GP surgery, pharmacy or hospital. Call [111](tel:111) if you need to speak to someone.  **How to self-isolate if you're asked to**  If there's a chance you could have coronavirus, you may be asked to stay away from other people (self-isolate).  This means you should: stay at home   * not go to work, school or public places * not use public transport or taxis * ask friends, family members or delivery services to do errands for you * try to avoid visitors to your home – it's OK for friends, family or delivery drivers to drop off food   You may need to do this for up to 14 days to help reduce the possible spread of infection.  Yours sincerely  Francis Bourke  Operations Director  01803 863550  francis@southdevonrural.com |

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