



McCarthy & Stone

## TUDOR ROSE COURT NEWSLETTER DECEMBER 2020



### "CHRISTMAS IS ALMOST HERE"

We have now entered into the last month of the 2020 and Christmas is just around the corner. This year has been challenging for us all in many ways. Good news is; so far we have managed to stay clear from the obvious danger and with the recent development of vaccine being available I am hopeful that 2021 will be a better year. As you are all aware, from the 2<sup>nd</sup> December 2020 recent lock down has come to an end and being on Tier 2 rules have slightly relaxed. We can once again open our restaurant for you to enjoy breakfast and lunch services, Wellbeing suite for hair and beauty treatments, guest suite for your visitors overnight stays and our lounge room to enjoy communal settings and of course beautiful views of the Solent and Isle of Wight.

### Restaurant

I am pleased to confirm that restaurant will be open from Friday the 4<sup>th</sup> December 2020. However, in line with the government advice we must implement

some safety measures. One of the main rule is **No Household mixing**; This means you will not be able to share a table with another Resident unless you both live in the same apartment. **You have the option of staying in your apartment or joining in the restaurant.** Once I have a full list of who would prefer to join in the restaurant I will make the sitting arrangements and a member of the team will be able to assist you on your arrival to your table. If you decide to stay in your room there will be **no charge for the tray service** compliments of McCarthy & Stone. Unfortunately for the time being **restaurant is not available for visitors** but you are welcome to order meals for your guests to be delivered to your apartment.

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*“Restaurant is open for breakfast and lunch service, you can stay in your apartment or use the restaurant”*

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### Lounge rooms

You are welcome to use the communal lounge rooms. Once again this has to be in line with the government advice for Tier 2. This means only one household at the time and no visitors.

### Guest room & Well being Suite

These services are available. Same as before these services should be pre-booked in advance. Please do not hesitate to ask member of the team for guidance.

## "OVER THE CHRISTMAS PERIOD 23<sup>RD</sup> - 27<sup>TH</sup> DECEMBER"

In line with the recent government advice you can extend your bubble/social group to 3 households. This means you can have 2 different households coming to visit you or you can go and visit your families from 2 separate households. Over the next few days I will be talking to residents and if there are any residents that are not forming bubbles with their family and friends we can look at the option of forming some bubbles within the Tudor Rose Court neighbours. Key point to remember is that once you form a bubble you can not change it meaning you are not allowed to form different bubbles for Christmas and Boxing day. If there are any residents form a bubble with another resident in Tudor Rose Court, they will be allowed to join each other for Christmas meal in each others apartments but unfortunately not in the restaurant. Rule of 3 household only applies to private residential settings and doesn't extend to restaurants.

### "CHRISTMAS SHOPPING"



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*"We know Christmas shopping can be challenging for some and we are happy to offer a service where we accompany you on your shopping trip, please speak to one of the Duty managers or the Estate Manager for further details"*

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It is very important that we keep an open communication so we can understand better what is important to each other and align our expectations. Attached to this newsletter you will receive a "Homeowners communication slip" please keep this slip for future when you wish to communicate anything to the office or the Estate Manager. You can also email us on

[tudorrosecourt.estatemanager@yourlife.co.uk](mailto:tudorrosecourt.estatemanager@yourlife.co.uk)

We have been having online "Zoom" meeting with some of the residents which has been very useful. Those who have the technology and able to join us please let us know. If you haven't already had contact I will instigate for you to join the meetings. Terence has been very helpful on assisting during the initial set up and Zoom is very user friendly.

For those haven't got the technology available to them please use your Homeowners Communication Slips to send me anything you would like me to bring up on these meetings for discussion.

We have 2 new members joining the team as Care and Support Assistant soon. Babette and Ingrid both have extensive experience and looking forward to meeting you all.

**2 New team members both starting end of December early January!**



**Refuse area:** There has been concerns raised that lids for the bins are not open properly. We make conscious effort to check the bin area regularly and make sure all lids to bins are open and tucked behind the bins to prevent any injury. If you come across any bins that lids are not open or tucked behind the bin please let us know

and we will action this as soon as we can. Please do not try to over reach or lean into the bins.

**Lifts:** Larger lift still indicating a fault at times and we are aware of this problem. It is being addressed on the 10<sup>th</sup> December.

**Faulty Glass on the stair case:** New glass has been delivered and contractors should be on site to complete this task during the week starting 7<sup>th</sup> December.

**Outside lights:** I have discovered that there is a timer on some of the outside lights which was set on a wrong time. I have now corrected this and they should be working as normal.

**Financial Sub Comitee :** I have been advised by my area manager that due to fact we are not able to hold large meetings to discuss year end accounts with everyone it may be feesable to set up a "Financial Sub Comitee" where elected members can discuss the issues relating to Service Charge budget and liaise with you. Please give this some consideration and I will be in touch soon with further details.

**Snags:** I am currently dealing with several snags was identified during the handover in February and this is working progress. I will communicate if there are any major issues.