

Dear Tenants,

Albyn would like to acknowledge the Scottish government's guidance issued on 19 December to move the mainland country into COVID Protection Level 4. This will take effect from Saturday, 26 December 2020 with regularly scheduled reviews.

As we have throughout the coronavirus pandemic, we are reviewing the new guidance and working to understand what it means for our tenants and our services. We want to thank you for continued patience and understanding over the holiday period as we work towards serving you in the best way that follows the guidance set out.

During this time, please note Albyn will be:

- Closed from 5.00 PM on Wednesday, 23rd December
- Reopening at 9.00 AM on Tuesday, 5th January

For emergency repairs during this period, please phone 0300 323 0990. Customers who are experiencing an issue or breakdown with a gas or oil heating system should phone Heatcare direct on 01343 842042.

We are committed to communicating further with you as we understand the impact of the new restrictions on our levels of service and how our operations will change under Level 4.

Thank you for your patience,

Lisa Buchanan

Chief Executive, Albyn Housing Society