



KINGDOM
HOUSES

COVID19 – OFFICIAL RESPONSE – 19 MARCH 2020

→ Commonly asked questions
→ New challenges
→ Playbook

Be kind and patient with us.

This is the first pandemic we are dealing with and we are not very experienced in this.



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Online resources

- Visit www.kingdomhouses.co.uk/covid-19 for a wealth of resources and to download the latest Playbook (this document)



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2nd in command system

- I am putting in place a 2nd in command (2IC) system.
- One person per house will be requested to be 2IC.
- They will collate information for us regarding the house status.
- They will act with our authority if there is an extended total communications black-out or during emergencies.
- They will manage the cleaning supplies.
- They will have a direct and quick point of contact to Kingdom Houses via Whatsapp.
- They will be able to feedback informal information to Kingdom Houses.
- We have already emailed 1 person per house to be a 2IC. If that person cannot we will email the next.



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Cleaning service and supplies

- Cleaning service
 - Suspending with immediate effect
 - Will resume if the situation develops and the risk level is lower
 - Unfortunately we simply can't deliver without too much risk to both the cleaner and the tenants

- Cleaning supplies
 - We are unable to source it – they keep cancelling our deliveries
 - 2IC will be in charge of sourcing using whatever method they see fit
 - 2IC will be given a budget based on room numbers
 - March should hold out
 - Budget is for month of April
 - Buy **ASAP** to make sure there is enough to last for April



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Evictions and rent

- Kingdom Houses' stance
 - We will not evict any tenant for non-payment of rent or late payment of rent at this time.
 - You must send us proof that you lost your income or your job
 - You will have to make the payments eventually and you must pay as much as you can right now. We need the money to pay the bills
 - All payments are payable/due. If you miss a payment or miss part of your rent the arrears will build up.
 - Kingdom Houses will have to pay all bills on the property, the ground rent, the vehicle leases, the staff etc... so we cannot afford people to not pay their rent.
 - We will abide by whatever decision the government forces or better
 - We will still evict tenants for anti-social behavior/behaving unreasonably in a house – disturbing others
- Government stance
 - I believe they are banning evictions for three months anyway
 - The government continues to maintain rents are due
 - You can apply for housing allowance and job seekers allowance

IF YOU ARE GOING TO BE SHORT / UNABLE TO PAY THE RENT PLEASE INFORM US VIA

<https://www.kingdomhouses.co.uk/covid-19/late-rent-payment-request/>



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Instant Notification System

- The instant notification system (INS) is working well.
- We will keep using it.
- We will increase the notice for access visits to the maximum we possibly can.
- We are developing it further and will have the Whatsapp groups up soon.
- You can opt-out if you want and then we will send you an SMS instead.
- Being part of the INS means your number is shared with your housemates (those in the same house as you)
- Your number is not shared with other houses
- SMSs will cost money – ideally don't opt out.



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Risk assessment / Information collection

- We will be emailing you with a few questions
- Please assist us with this information
- The information is only used internally by Kingdom Houses staff and will not be given to anyone without your consent
- We need it so that we can know who to help and plan further contingencies
- This is **voluntary**.
- **You can opt out.**
- To opt out just respond to our email stating opt-out.
- (If you don't tell us you are opting out we will be calling you to chase the information)



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Heating and hot water

- Utilities are our highest priority (including electricity, water, and WiFi)
- See <https://www.kingdomhouses.co.uk/covid-19/central-heating-systems/> for more information
- All heating systems will be on during the day
- This is help with people working from home
- This is to avoid sick people getting sicker than they need to be
- Talk to your 2IC about this



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WiFi

- Internet outages or supplier outages (BT/VirginMedia) are beyond our control
- See <https://www.kingdomhouses.co.uk/covid-19/internet-and-wifi/>
- So many people working from home (WFH) is going to be a strain
- The local WiFi may not be sufficient
 - We can fix this. Talk to your 2IC and they will get in touch with us
- The entire Internet line from VM/BT may not be enough
 - VM lines are 350Mbps download and 7-20Mbps upload
 - BT lines are 50-70Mbps download and 10-20Mbps upload
 - We cannot fix this – the lines are at their maximum as per what these providers give
- Avoid streaming during the times others are working (it can help)
- Try to pre-download your programs/music/movies
- For example on Spotify you can mark a playlist as 'DOWNLOAD' so that it doesn't keep re-streaming the same songs
- On iTunes/Netflix (on the phone app) you can pre-download movies so that you don't have buffering issues
- If you can pre-download why not do it outside of peak times



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DIY

- Portfolio is cut up across DIY guys
- Internal Kingdom Houses handymen will thus each have an assigned DIY guy
- The 2IC will have a direct line of contact with the DIY guy
- Please keep putting all requests through the ticket system
- You can put low priority stuff into the ticket system
 - These will be marked as COVID PAUSE
 - These will be resumed once the COVID PAUSE is listed
 - Talk to your 2IC if a ticket is marked COVID PAUSE but you feel it's a higher priority
 - Your 2IC will then talk to us and explain to us why it's worth risking lives
- Emergencies are also cut up accordingly
- The emergency phone keeps being operational
- Talk to your 2IC before calling the emergency phone to determine if it really is an emergency
- If you raise a ticket we will pick it up first thing in the morning when we plan our day. We do check the tickets throughout the day but if the ticket needs to be action before the end of the work day please SMS the emergency number OR raise the ticket as priority HIGH
- HIGH priority tickets generate an SMS automatically to the emergency phone!!!



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Fire & Gas Safety

- GAS
- We have just done all the gas safety certificates for the next 3 months
- Thus we will only touch the boilers for outages now
- FIRE
- We recently tested the fire alarms
- Your 2IC will test it again (very simply you press the button on the alarm)
- Please be aware with many people home that usage is higher and a fire is more likely to start
- With many people home a fire will be discovered instantly and this reduces the risk
- Just be smart and watch a few videos on how to use a fire extinguisher
- In case of a fire please immediately exit the building and call the fire brigade



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How can you help Kingdom Houses

- **DRAINS**
- → DO NOT FLUSH WEIRD THINGS DOWN THE DRAIN
- → During this situation we do not want to spend time unblocking drains
- → 80% of drain blockages are from wet wipes
- → Please only flush toilet paper, poo, and pee down the drain
- **OTHER**
- → Be careful with things
- → Don't be heavy handed with appliances (washing machine/doors etc...)
- **REPAIRS**
- → If an appliance breaks we may struggle to source the replacement part.
- → So be gentle
- **LAUNDRY**
- → Don't build up too much laundry.
- → A housemate can block/break the washing machine at a moment's notice.
- → It might take a week to resolve so keep a week's worth of underwear and other stuff outside of your normal supply
- → Hand washing the clothes is possible but a pain.



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What can you do?

DO NOT SPREAD RUMOURS – WITHOUT A RELIABLE SOURCE IT IS JUST A RUMOUR

- **Personal Health**
- → Look after yourself.
- → Shower everyday and keep your hygiene up (very much for your own mental health but also for your fellow housemates).
- → Try to work from home if you can.
- → Keep a routine and stick to it. For example start WFH at 9am every day and end by 6pm.
- **ISOLATE**
- → If you are sick, isolate yourself for 14 days
- → If you just stopped being sick, isolate yourself again for 14 days
- → Keep your housemates informed. It might not be pleasant but they could take steps to avoid catching whatever you have.
- **ENTERTAINMENT**
- → Keep the memes coming!
- → I'm sure I am not the only one oscillating between super high stress levels
- → These memes offer little moments of respite from the stress



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We will fight. We will win. We will be victorious.

- **NOTE**
- We are all getting through this!!
- We will pull through stronger and better.
- The playbook seen in other countries is 30 days of lockdown and then the cases start declining
- **GOOD NEWS**
- A German manufacturer produces 3 million test kits every 6 weeks (source is available)
 - How long before a British manufacturer beats that... time will tell.
- UK paint and car manufacturers are working together to build ventilators by combining their skills. Paint production companies have the correct sterlised factory floors to make the key parts
- Everyone is pulling together to help



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Use this downtime

- Learn a new skill. You can learn plenty of things remotely using just a computer
 - Programming / Software Development
 - Design (photoshop and other)
 - A new language, physics, or maths
- Keep working if you can
 - Help your employer to keep the company going – the economy needs YOU
 - Help your company put humanity over profits – if possible, be a voice of reason
- Volunteer if you are out of work
 - Do some remote/online thing that helps
 - Do hospitals need call center agents?
 - Maybe you can teach people a new language, or a new skill. Can you offer classes online (for free or for a price)
 - Mental health – are you therapist. Many people can't see their therapist in person, try to offer people that need it free/cheap sessions