

The Alternative Accommodation Agency (A3) - Covid 19 Statement

To all of our valued customers, clients and suppliers.

It is a sad fact that Coronavirus (Covid 19) continues to spread around the UK and is an escalating health concern globally. A3 have implemented a number of important measures to:

(a) safeguard the health and security of staff and employees within our organisation by helping to prevent the spread of the virus and;

(b) provide advice and support to customers and clients who have been placed in alternative accommodation by our organisation to safeguard their own health.

- 1 Following the strict National Security measures announced by the Prime Minister on Monday 23rd March A3 have taken the decision to close our office to all members of staff with immediate effect.
- 2 As a result, we have invoked our Business Continuity Plan which provides for core members of staff to be able to work remotely from home. We shall endeavour to provide as normal a service as possible but there will regrettably, be a possibility of some minor delays dealing with queries.
- 3 We shall continue to monitor the situation to ensure that we provide a high level of service during these extraordinary circumstances and we will do our very best to continue to assist customers and clients throughout this difficult time.
- 4 We would ask that telephone communication be restricted to only essential and urgent calls and where customers are unable to speak to a member of staff immediately, we ask that they leave a message and we will call back as soon as we are able.
- 5 Email is a far easier method to communicate with all active members of the A3 BCP Team and we would request that customers and clients email us with any query rather than call us if the matter is not urgent – the email address is: info@a3-online.co.uk
- 6 We urge all our customers in alternative accommodation to follow the UK Government guidelines for dealing with this virus - <https://www.gov.uk/coronavirus> Please STAY INDOORS, SUPPORT THE NHS, SAVE LIVES. If you need more specific advice, please email us.

We thank all our customers and clients for their patience and understanding at this difficult time.

Important Note – The Alternative Accommodation Agency (A3) is not affiliated to, nor has any relationship with the company trading as A3 Relocation Solutions (ARS) - formerly Countrywide Relocation Solutions. We respectfully ask customers to ensure that your query is related to the Alternative Accommodation Agency and note that, regrettably, we are unable to assist customers of ARS at this time.