

**19 March 2020**

**Dear Resident,**

**Coronavirus – Temporary Changes To Our Services**

I am writing to update you on changes to our services made following recent Government advice relating to the Coronavirus outbreak.

Where many of our services can now be delivered by our team members away from the office, arrangements have been made to enable this to happen. This will allow us to continue to provide many services whilst closing our offices as far as practicable.

Our primary concern is to support the wellbeing of our residents and colleagues. We would like to thank you for your understanding at this difficult time.

Please find enclosed some further information on frequently asked questions, including telephone numbers through which you can reach us. We will also be updating our website regularly; you can find this on line at [www.IDS.org.uk](http://www.IDS.org.uk).

**Yours faithfully,**

Suzanne Wolfe

**Suzanne Wolfe  
Chief Executive**

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