

IAN KENDRICK Ltd

Garden Maintenance | Landscape Gardening | Carpentry & Joinery | Property Maintenance | Project Management | Fencing,
Decking | Timber Buildings
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Dear Clients

21st April 2020

I hope you are keeping safe and well. This has been a very difficult and unstable time for us all.

Following the Prime Minister's announcement on 23rd March we temporarily ceased operations to contribute to the fight against Covid-19 and to help ensure the safety, health and well-being of our clients and employees. At the time growth in the gardens was slow and I saw the work we do was non-essential and could be held off for a period of time as we were better taking shelter from the storm until it settled down. Growth has now started after such wonderful weather and the gardens will soon require our attention.

I sincerely thank you for your emails and telephone calls of support and encouragement. Appreciative thanks also go to the clients who have paid their March invoices so promptly and allowed positive cash flow in uncertain times, this has been most humbling. Yet again, as has been well publicised in the media, the Banks have failed to support small companies & businesses when most needed despite what the Government have said.

As a result of this lack of support from Banks, and suppliers shortening their payment terms, I now have to amend the payment terms of monthly invoices to be paid by 21st of each month to ease cash flow. All landscape and property projects will in future require a 50% deposit. Cleared funds must be received in the bank account 14 days before work commences. I thank you for your understanding on this matter.

Maintenance Clients

Week commencing 27th April we will try and start a phased return to work, picking up the garden maintenance contracts from where we left them in mid-March. We will endeavour to put the gardens back into good order as soon as we can. I thank you for your personal efforts you have made keeping them under control in our absence.

Landscape and Property Projects

I will look at these on an individual basis with the clients concerned and try to find suitable and safe dates for these projects to be carried out if possible, and if and when we are able to get materials.

When we return to your property we will of course be working to Government guidelines regarding social distancing and extra personal cleanliness/handwashing etc. Additional cleaning measure have been put in place at the office, yard and within vehicles. All employees will be checked at the beginning of each working day that they are fit for work. Employees will be under strict instruction not to enter inside your property to use the toilet or wash hands. Please do not ask them in either.

I would request that you do not come out into the garden when the gardeners are on site to maintain social distancing. Please don't offer or make any drink or refreshments. If you have any requests for work to be done please email your requirements to the office in advance by 5pm the day before our visit, I can then attach them to the gardeners' work sheets for that day. Please could you leave your side gate open if we need access so that we can just get on with the required work. The office will be emailing, texting or telephoning you a day or so before your first visit then we will fall into the normal schedule of weekly, every other week or monthly thereafter. Please also check the news section on our website for updates.

I again sincerely thank you for your commitment in these challenging times, continued support and understanding. I hope that the rest of the year turns out to be of a calmer nature and more stable.

Yours sincerely

Ian

Ian Kendrick
Director