



Hampstead Norreys Community Shop

Hello everyone,

We wanted to let you know, in these difficult and uncertain times, that we are doing whatever we can to keep Hampstead Norreys Community Shop up and running as usual, as a central resource for the Village itself and for those in the near locality. Of course some adjustments have to be made, to protect our customers, our staff and our volunteers. But we are also putting some extra ordering and delivery services in place.

- 1) For now we have made the decision to keep the Café open for those who wish to use it, but with more emphasis on deli food for those who prefer to take something home. We will keep this under constant review and follow any official guidance if it is issued.
- 2) We are changing the Shop's operating hours, closing two hours earlier (at 5pm) from Monday to Friday. Saturday and Sunday hours will remain the same. We are doing this to free up some time for the paid staff to be available during the hours when the shop remains open. This will also relieve some of the pressure on our very loyal and hardworking volunteers. The new hours, starting Monday 23rd March, will be:

Monday to Friday:	8am until 5pm
Saturday:	8am until 4pm
Sunday:	9am until 12 noon.

- 3) The Government has advised those who are at increased risk of severe illness from coronavirus to be stringent in following social distancing measures. We are recommending that all volunteers in this category observe these guidelines and withdraw from their current activities in the Shop for the duration of the crisis. If others in the Village are willing to help through volunteering, we would love to hear from you.
- 4) The reduction in hours should also give us more time to keep the shop, including the deli-counter, as well-stocked as possible. We've already seen more demand for local produce such as bread, meat, milk and eggs. As with all other shops, we have been affected by shortages of some specific items, such as toilet rolls and hand sanitisers, but we are working closely with our suppliers to try and restore these if and when we can.
- 5) The Shop is happy to take orders and payment over the phone and provide delivery services to those who need help or who are in self-isolation, including the collection and delivery of repeat prescriptions. Just call us on 01635 202642. More details of these services can be found on the separate letter sent with this communication.

We do apologise for the adjusted Shop hours and hope it won't cause you too much inconvenience. But it will help us sustain operations during very difficult circumstances. We want you to be able to continue to rely on the Shop as a very local and responsive resource for essential goods and services. Please let us know if you have special requests or requirements. And please stay safe during the weeks ahead.

The Shop Committee