

Coronavirus – Update 23rd March 2020

You will be aware that we found it necessary to close the office to visitors until further notice. This is to allow us to provide continuity of service via phone and email – our staff are continuing to work from the office until and unless the situation escalates and this is no longer possible.

Rent

You can still pay rent over the phone, via CALLPAY on line, at the Post Office, Direct Debit and Standing Order or download the Allpay App to your smartphone. We know people are concerned about their income be it benefits or work related and we totally understand. We are here to help and if you are struggling to pay your rent please contact us immediately and we will do our best to assist and try to put your mind at rest. **Please do not worry about arrears but contact us as early as possible for advice and assistance.**

Welfare Benefits

- Our Welfare Benefits Officer Paul is available via phone or email to offer advice and assistance, although no personal visits or interviews will be available.

Repairs

The repairs service is still running and repairs can be reported as normal however, in the current circumstances our contractors will prioritise urgent and emergency repairs and routine minor repairs may take longer than normal to complete.

Our out of hours emergency service is currently running as normal and we urge all tenants to use this service for emergencies only

It is vital that tenants follow the following procedures when workmen attend their homes.

- **Open the door to the workman and then go into a different room or stay at least 2 metres away from them for the full period of them being in your home.**
- **Do not engage in any non- essential conversation and allow the workman to carry out the job as quickly as possible.**
- **Do not question the workman about any issues but phone our office for queries or assistance.**
- **If anyone in your home has a continuous cough or a temperature or has been in close contact with someone known to have the Coronavirus you MUST inform our staff when you request the repair.**

Office Hours

We will try and maintain office hours of 10am till 4pm Monday to Friday until and unless the situation changes and in which case we will update our website to let everyone know.

We have a business continuity plan in place which we sent out to all tenants on Friday 20th March and this detailed our procedures for maintaining services going forward.

Please everyone, follow the advice and guidelines laid down by the Government and NHS and appreciate the difficult circumstances that we all find ourselves in.

Remember if you require any advice or assistance please call 0141 771 2228 or in an emergency out of office hours call 0800 595 595