



Coronavirus (COVID-19)

18 March 2020

Norwich Housing Society is introducing new precautionary measures across its services to reduce the impact and potential transmission of Coronavirus. This activity is designed to support the Government and NHS plan to contain the spread of the virus.

Visiting our office

We are not allowing visitors to our office in Bracondale. You can contact us via telephone or our website. We also ask that you refrain from approaching staff on site.

Scheme Manager visits

There will be no face to face visits, all contact will be made by telephone. If you do not receive visits and you are self-isolating, and you are feeling vulnerable and/or lonely, please contact your Scheme Manager.

Reporting repairs

Repairs can be reported preferably via the website, by emailing reception@norwichhousingsociety.co.uk or by telephoning 01603 625078. Our contractors will only be carrying out urgent repairs. Tenants may be asked to confine themselves to one room whilst the repair is being carried out.

Self-isolation

You only need to let us know you are self-isolating if you have repairs/servicing or visits booked. If you receive an unplanned visit from a member of staff, they will ask if you are self-isolating or have symptoms of Coronavirus - please make sure you let our staff know before they enter your home.

The Government has posted information on Coronavirus and claiming benefits which you may find helpful. If you are worried about paying your rent or getting into arrears in the current situation, please talk to us as soon as possible.

Spotting the signs of Coronavirus

For the most up to date information on coronavirus please visit the [NHS Webpage](#)

Please continue to follow the Government's advice to avoid catching and spreading germs:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

Stay at home if you have coronavirus symptoms

Stay at home for 7 days if you have either:

- a high temperature - you feel hot to touch on your chest or back
- a new, continuous cough - this means you've started coughing repeatedly

Do not go to a GP surgery, pharmacy or hospital. You do not need to contact 111 to tell them you're staying at home. Testing for coronavirus is not needed if you're staying at home.

Please note this is the current procedure and it is subject to change. We will ensure to communicate with you should we be informed of any further developments from the Government regarding the Coronavirus.

Thank you for your co-operation.

Norwich Housing Society