

Coronavirus (COVID-19)

We are continuing to monitor the coronavirus outbreak, including the latest Government and NHS advice.

As you are aware the UK is on lock down. We have closed our office, but we are still working, and you can still contact us. Like most organisations, we are working from home. The Scheme Managers are telephoning tenants instead of carrying out their welfare visits. The health and wellbeing of our staff and tenants is our priority. We will do all we can to support everyone. We hope by following the advice together we can help reduce the spread of Coronavirus (COVID-19).

We are responding to **emergency repairs only**. These are issues causing significant damage to your home or a significant risk to your safety. All gas servicing has been put on hold. We will let you know when we are able to restart our normal repair service.

The Government information around Coronavirus changes frequently. We advise you to keep a close eye on the NHS website and the Government website for the most up-to-date information.

To help protect you and your neighbours we strongly advise that you follow government guidance by not allowing any visitors to your home unless they are delivering food and essential household items, medication or personal care or attending to emergency repairs.

If you feel you may struggle to pay your rent, please call us as soon as possible. We are here to offer advice, support and guidance to our tenants.

We are taking extra precautions with the disinfecting of the communal staircases at each scheme. Please may we ask that you do not approach our staff whilst this is being carried out.

If you are unable to get essential shopping or money for the laundry, please contact your Scheme Manager.

We hope that you are staying safe and we thank you for your continued support.

