



HOUSING ASSOCIATION LIMITED

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24th March 2020

CORONA VIRUS (COVID 19), INFORMATION LETTER TO ALL RESIDENTS

Please take the time to read this letter as it contains important information about the level of service we can deliver over the next 3 weeks.

As you will be aware, the UK Government has put new emergency measures in place to limit the spread of the Coronavirus in order to reduce the number of people needing hospital treatment at any one time so we can protect the NHS's ability to cope and save more lives.

These are unprecedented times which will involve significant change to people's personal lives and the economy. We are in a national emergency and the Government has ordered people to stay at home for the next 3 weeks (13th April). As a result, the office will be closed from 12pm today and staff will be working from home.

Repairs

We will provide an emergency repairs service for as long as our contractors are able to do so. Emergency repairs can be reported to City Building Glasgow on **0800 595 595**. Gas servicing and central heating breakdowns will continue as normal but the contractor will ask you some screening questions to enable them to ensure their and your well being and allow them to take precautions.

You should only use this number to report genuine emergency repairs such as fire, flood, central heating breakdown, loss of power etc and should not be used for reporting minor routine repairs which can wait until we return to work.

Prior to reporting any central heating problem please check the following:

- Is the heating switched on?
- Is there a warning light flashing on the boiler?
- If you have a card operated meter, please check you have sufficient credit.



If you need to speak to a member of staff in a genuine emergency, please phone the office on 944 3881 and your call will be diverted to one of the following members of staff.

John Docherty:	Director.
Paul Immelman:	Housing Manager.
Jacqueline Brown:	Property Services Administrator

Rent payments

Can be made at any Pay Point facility, Post Office or online at www.allpayments.net We appreciate that a number of residents will experience financial hardship at this difficult time. If you are employed but are not receiving a wage you should speak to your employer as they may be able to claim 80% of your wage through a Government grant scheme. More detailed advice about benefits and payments available can be obtained on www.gov.uk/coronavirus

Bulk Refuse Uplift

The bulk refuse uplift service provided by Glasgow City Council has been suspended and we would request that you do not put anything out for uplift until further notice. This will prevent a build up of bulk refuse in gardens, back courts and pavements.

We appreciate that this is a very difficult and unsettling time for everyone and your co-operation and understanding would be greatly appreciated. By working together, we can help halt the spread of the virus and protect our NHS and to save many thousands of lives.

The content of this information letter is accurate as at 24th March 2020 and the Government will keep these restrictions under constant review. They will look again in 3 weeks and relax them if evidence shows that they are able to.

Yours faithfully

J Docherty

John Docherty
DIRECTOR