

## HOUSING SERVICE BULLETIN 5th JANUARY 2021



Following the recent announcement on Covid-19 restrictions we have updated this bulletin which sets out what you can expect from our Housing Service over next few weeks.

It is important to note that while our offices remain closed you can still contact us using any of the methods noted at the end of this bulletin.

Thank you for your patience and understanding during this unusual time and don't hesitate to contact your housing team if you require **any** type of support. We will continue to keep in regular contact with our vulnerable tenants and you can find information on support available in your area on our website.

We will provide further updates on our website and social media channels as well as contact you through email and phone to keep you informed.



### REPAIRS

We are only able to provide essential repairs to your home at the moment. This relates to emergency repairs and any urgent health & safety issues such as stair and external lighting.



### GAS SAFETY CHECKS

We will continue to deliver this important service during lockdown to make sure gas safety checks and servicing are done to keep you safe in your home.



### GROUNDS MAINTENANCE

Grounds maintenance and landscaping works during the winter months is limited to pruning and litter picking. As this is limited to outside work we will continue with this.



### STAIR CLEANING

Communal stair cleaning will continue during the period to help keep communal areas clean as possible.



### HOUSING ALLOCATIONS

We will continue to allocate empty homes where we can. We have developed a safe approach to protect our team and new tenants to allow this to happen.



### Wi-Fi & CLEVERCOGS

We are pausing the roll out of our Wi-Fi service as access is required to individual homes to install equipment and to test signal strengths. We will restart this programme when restrictions are lifted.



## SAFETY CHECKS

We will continue to undertake essential safety checks such as communal fire alarm testing and lift service inspections. If you have equipment in your home that requires servicing, such as a hoist or an auto-door, we will carry this out during lockdown if it is safe to do so, otherwise will postpone until restrictions ease.



## PAYING YOUR RENT

We know that the coronavirus pandemic is having a negative impact on the finances of some of our tenants. If you are worried about keeping up with your rent payments, please contact your housing officer – we can really help.



## HOME IMPROVEMENTS

We need to postpone the planned works to upgrade kitchens, bathrooms, windows and doors. We will restart this work when the rules change, and it is safe to do so.

Adaptation works will be postponed, unless there is a health & safety risk to you in not proceeding.



## ANTI-SOCIAL BEHAVIOUR

We can continue to support you with any issue that you face in terms of neighbour nuisance. We might not visit you in person, but we can provide a telephone or video service. Get in touch with your Housing Officer if you have any concerns.

## CONTACT US

We hope the information provided in this bulletin is useful but don't hesitate to get in touch if you want to find out more.

**Repairs Line**  
03457 125865

**General Phone Line**  
0131 317 7227

**By Email**  
[info@blackwoodgroup.org.uk](mailto:info@blackwoodgroup.org.uk)

**Housing Officer Details**  
<https://www.blackwoodgroup.org.uk/housing-officers>

# Remember **FACTS** for a safer Scotland



**Face coverings**



**Avoid crowded places**



**Clean your hands regularly**



**Two metre distance**



**Self-isolate and book a test if you have symptoms**