



## REPAIRS SERVICE FACT SHEET 5<sup>th</sup> JANUARY 2021

This FACT SHEET sets out a quick update on how we are delivering a safe repairs service. Unfortunately, we can only provide repairs for essential or emergency issues at this time.

Our offices remain closed however you can still contact us using any of the methods noted below. Thanks for your patience and understanding during this unusual time.

Don't hesitate to contact the team if you require any support or wish to discuss how we can support you during this time.



### WHEN REPORTING AN EMERGENCY OR ESSENTIAL REPAIR

When reporting this type of repair you will be asked by the repairs team to confirm that:

- no one in your home is isolating due to Covid19
- currently has Covid19 symptoms
- or is vulnerable or is still shielding

You should also let us know if anyone in the household is in one of the vulnerable categories so that we are fully aware of this and can support you.

This information will allow us to determine how we manage your repair in a safe way to protect you and our contractors.

We will also ask if you agree to have our operatives working in your home. If you don't agree, we will ask you to call back when you are happy for the repair to take place.



### WHAT YOU NEED TO DO

When our operatives are working in your home, everyone in the household must stay in another room from the operative for the duration of the visit.

If that is not possible, you must only be in the same room at maintaining 2 metres distance and only be in the same room for as short a time as possible.



## WHAT WE WILL DO

When an operative arrives at your property they will check that no-one has developed symptoms before entering your property and that you are able to be in a different room.

While our operatives are in your home, they will practice good hand hygiene and wear appropriate PPE (personal protective equipment) if required. They will always maintain appropriate social distancing and clean down all areas where they have been working.



## WHEN REPORTING A ROUTINE REPAIR

We cannot undertake these types of repairs for the next few weeks so will be keeping a note of any that are reported. Once the restrictions have been lifted, we will instruct our contractor to resume routine repairs and tackle them in order of priority.

We appreciate your patience and understanding and please bear with us during the catch-up period as there will be high demand on our contractors to tackle the back log of repairs. We will get to you - so please don't worry.

## CONTACT US

### Repairs Line

03457 125865

### Emergency Repairs Out of Hours

0800 783 7937

### By Email

[repairs@blackwoodgroup.org.uk](mailto:repairs@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