

## HOUSING SERVICES FROM 26<sup>th</sup> APRIL 2021

Following the First Minister's announcement on 20<sup>th</sup> April 2021, we have updated this bulletin which details what you can expect from our Housing Services, from **26<sup>th</sup> April 2021**.

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. Home visits by Housing staff will be possible following the easing of restrictions that will take place from 26<sup>th</sup> April 2021 in your local authority area. Your Housing Officer will not be able to visit all developments on the 26<sup>th</sup> April 2021; however, visits will be carried out by priority following COVID guidance. Housing Officers are also arranging estate tours from May onwards, you will be invited and given the option to attend the estate tour at your development.

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 will restart routine and non-essential repairs from **26<sup>th</sup> April 2021**. We will contact you about any repairs you have told us about that we have not yet been able to attend to.



### GAS SAFETY CHECKS

We have continued with this essential service throughout the lockdown, and will continue as normal, while following safety guidelines.



### GROUNDS MAINTENANCE

We will start with the spring maintenance schedules from the start of April 2021.



### STAIR CLEANING

Communal stair cleaning will continue as normal to keep the communal areas as clean as possible.



### HOUSING ALLOCATIONS

We will continue to allocate empty homes, using a safe social



### Wi-Fi & CLEVERCOGS

We will restart our Wi-Fi installation programme and will contact you if we require access to your home for this.

distancing approach to protect our team and new customers.

If you require any digital training, please discuss this with your Housing Officer to agree the best way to deliver this to you.



## SAFETY CHECKS

We have been continuing with all servicing and safety checks where possible. If you have equipment in your home that requires servicing, such as a hoist or an auto-door, our contractor will contact you when this is due to arrange safe access.



## PAYING YOUR RENT

We know that the 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 are here to help.



## HOME IMPROVEMENTS

We will restart planned works to upgrade kitchens, bathrooms, windows and adaptations **26<sup>th</sup> April 2021**. If your home is due to be upgraded, we will contact you directly.



## ANTI-SOCIAL BEHAVIOUR

We can continue to support you with any issue you face in terms of neighbour nuisance. We may be able to visit you depending on the level of restrictions in your local authority area. Please contact your Housing Officer if you have any concerns.

**REPAIRS SERVICE  
FROM  
26<sup>th</sup> APRIL 2021**



Following the First Minister's announcement on 20<sup>th</sup> April 2021 and supplementary updates, we will be returning to a full repairs service from **26<sup>th</sup> April 2021** to include all previously received 'Non-Emergency' repairs. Thank you for your patience during this time and our Contractors will be in contact with you over the next few weeks to book these jobs in directly with you, there is no need for you to call back in as we have recorded all requests received that were unable to be attended.

Our offices do remain closed at this time however you can still contact us using any of the methods noted below to report any repairs you require.

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



## REPORTING A REPAIR

When reporting a 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.



## VISITING CONTRACTORS

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). They will always maintain appropriate social distancing and clean down all areas where they have been working.

## CONTACT US

<b>Repairs Line</b> 03457 125865	<b>Emergency Repairs Out of Hours</b> 0800 783 7937
<b>By Email</b> <a href="mailto:repairs@blackwoodgroup.org.uk">repairs@blackwoodgroup.org.uk</a>	<b>Housing Officer Details</b> <a href="https://www.blackwoodgroup.org.uk/housing-officers">https://www.blackwoodgroup.org.uk/housing-officers</a>