



REPAIRS SERVICE FACT SHEET 2nd JULY 2020

Our offices remain closed however you can still contact us using any of the methods noted below. This FACT SHEET sets out a quick update on how we are managing our repairs service.

Thanks for your patience and understanding during this unusual time. We are looking forward to being able to do more now that lock down is easing where we can while maintaining social distancing.

We have kept a record of repairs reported to us during the lockdown that we weren't able to safely carry out. We have now shared these with our contractors to plan and begin the work.

If you have reported a repair during the lockdown our contractors will contact you in the coming weeks to arrange access if the repair can be done safely.

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 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 symptoms, has Covid19 or is shielding.

You should also let us know if anyone in the household is in one of the vulnerable categories.

This 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 if a minimum of 2 metres distance can be maintained 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.

CONTACT US

Repairs Line

03457 125865

General Phone Line

0131 317 7227

By Email

repairs@blackwoodgroup.org.uk

Housing Officer Details

<https://www.blackwoodgroup.org.uk/housing-officers>



Wash your hands.



Use a tissue for coughs and sneezes.



Avoid touching your face.

www.nhsinform.scot/coronavirus