

HOUSING SERVICE BULLETIN 2 JULY 2020



Our offices remain closed however you can still contact us using any of the methods noted below. This bulletin sets out a quick update on the services we provide.

Thanks for your patience and understanding during this unusual time and we are looking forward to being able to do more now that lock down is easing.

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



REPAIRS

In line with Government guidance we have been operating an emergency repairs service only. As restrictions are now lifting, we are working through the other repairs raised during lockdown.

We are starting with jobs such as external works where limited tenant contact is required, or where social distancing can be maintained.

Of course, emergency repairs will continue to take priority. More advice on how we will manage repairs is provided in the [Repairs Fact Sheet](#) which is also on our website.



GAS SAFETY CHECKS

Our key priority is to ensure your home is safe. We have a statutory obligation to service any gas installations annually.

We have carried on doing safety checks where we were able to. We will continue work with Kingdom Gas to make sure gas safety checks and servicing are completed on time.

If you are worried about this at all and your annual safety check is due, please get in touch.



GROUNDS MAINTENANCE

Ground maintenance and landscaping teams have been working for some time now to keep our communal areas looking good, while maintaining social distancing.



STAIRS CLEANING

Communal stair cleaning has continued during Covid19 to help keep communal areas clean and will continue as normal.



HOUSING ALLOCATIONS

We are now able to begin work on allocating the empty homes that we have. We will do this in a way that is safe for our employees and our prospective tenants.



CLEVER COGS

During this period of lock down we have provided tenants with a tablet device and internet connection using our Clever Cogs system. This has really helped to reduce isolation and support social connection. If you would like our support in this way please contact your housing officer.



SAFETY CHECKS

We will be prioritising essential health and safety inspections. For example we will carry out fire system testing, lift inspections, electrical testing, asbestos inspections and legionella checks.

Our contractors will always follow the government guidelines on social distancing, hygiene standards **and appropriate use of protective equipment**, while undertaking these essential activities.



PAYING YOUR RENT

We know that the coronavirus pandemic is having a negative impact on the finances of some of our tenants. If this applies to you and you are worried about keeping up with your rent payments, please contact your housing officer – details below.

We can discuss the different payment options and refer you to a specialist welfare benefits advisor.

Your home is safe. No one will lose their home owing to financial hardship caused by coronavirus.



HOME IMPROVEMENTS

Each year we upgrade a number of kitchens and bathrooms and replace window and doors. We plan to start this work in September when we hope it is safer to do so as these works are more difficult to carry out while maintaining social distancing.

CONTACT US

Repairs Line

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General Phone Line

0131 317 7227

By Email

info@blackwoodgroup.org.uk

Housing Officer Details

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