



## REPAIRS SERVICE FACT SHEET | SEPTEMBER 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 delivering a safe repairs service.

Thanks for your patience and understanding during this unusual time. We can deliver this service now that lock down is easing where we can while maintaining social distancing.

There is always the risk that local lockdowns will occur, like the one in Aberdeen and more recently, Glasgow & West Dunbartonshire. This may impact on the service we can provide, depending on the rules put in place by the Scottish Government.

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
- currently has Covid19 symptoms
- or is vulnerable or is still shielding

Between booking a repair and getting it done you should let us know if anyone in the household falls into one or more of the above categories. You can do this by email or my phone (details below).

This information is important and 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 unless it is an emergency or essential servicing.



## 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 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.

## CONTACT US

**Repairs Line:** 03457 125865

**General Phone Line:** 0131 317 7227

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

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

**F**

Face coverings

**A**

Avoid crowded places

**C**

Clean hands regularly

**T**

Two metre distance

**S**

Self-isolate and book a test if you have symptoms

