



HOUSING SERVICE BULLETIN | SEPTEMBER 2020

Our offices remain closed however you can still contact us using any of the methods noted at the end of this bulletin. We hope the information provided in this document is useful but don't hesitate to get in touch if you want to find out more.



REPAIRS

We are now operating our repairs service and our [Repairs Fact Sheet](#) which is on our website and sets out how we will keep you safe when carrying out work.



GAS SAFETY CHECKS

We didn't stop undertaking this work during lockdown as it is so important to make sure gas safety checks and servicing are done.



GROUNDS MAINTENANCE

Ground maintenance and landscaping teams have been working as normal in past 2 months.



STAIRS CLEANING

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



HOUSING ALLOCATIONS

We have now repaired most of the empty homes that were on hold and now allocating them to new tenants. We have a safe approach in place to protect our team and new tenants.



CLEVER COGS

During lock down we have provided any tenant who needed a tablet and internet connection using our Clever Cogs system. If you would like our support in this way, please contact your housing officer and we can help.



SAFETY CHECKS

We continued to undertake essential safety checks and can now do the full range. These include fire system testing, lift inspections, electrical testing, asbestos inspections and legionella checks.



PAYING YOUR RENT

We know that the coronavirus 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 can really help.



HOME IMPROVEMENTS

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

Thanks 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 during these difficult times. We will continue to keep in regular contact with our vulnerable tenants.

Although we can now deliver most of our services there is always the risk that local lockdowns will occur, like the one in Aberdeen and more recently, Glasgow. This may impact on the range of services we can provide, depending on the rules put in place by the Scottish Government.

We will provide updates on our website and social media channels as well as contacting you through email and phone to keep you up-to-date if this happens.

CONTACT US

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General Phone Line: 0131 317 7227

By Email: info@blackwoodgroup.org.uk

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

