**Briefing Note**

**Arawak Walton Housing Association – Revised Service Arrangements following Government requirements to prevent the spread of Coronavirus**

**Details correct as at 20.03.20**

The purpose of this note is to summarise the revised service arrangements for tenant facing services. For specific service questions please contact the relevant Arawak Walton contact as shown in this note. Cym D’Souza CEO is also available via our office, main phone number on 0161 272 6094.

**Repairs and maintenance services**

The range of services will need to vary over the coming weeks to respond to the impact brought about by Covid-19. The Asset Manager and Operations Director will review daily our service provision and plan resources that protects staff whilst maintaining services to customers. The following approach has been agreed today and this will be reviewed and updated every few days or in response to national announcements.

| **Service Area** | **Current Approach** |
| --- | --- |
| **Repairs** to housing stock | Repairs continue to be received and processed by the Customer Services team. All emergency, urgent and routine repairs will be appointed and delivered. |
| Maintenance Inspector appointments | Service continues as normal. However, inspections will be reduced where the tenant can send pictures to enable diagnosis and specification to be done off site. |
| **Void** Repairs | Service continues as normal and this area’s resource will be reviewed daily. |
| **Health and safety** compliance | Service continues as normal and will be reviewed daily. |
| **Gas & Electrical** services | Service continues as normal. Will be reviewed daily. |
| **Roofing** | Service continues as normal. Will be reviewed daily. |
| **Kitchen / Bathroom Replacements** | Service will stop. No further kitchens/bathrooms will be started until further notice |
| **Estate** Services incl. grounds maintenance, trees, cleaning | Services continue as normal. Additional cleaning routines in place for communal areas. |
| **Cyclical Works** | Cyclical painting, external work programmes and fire safety programmes will continue as normal. |

**Housing Services**

The Housing Services Team have a mixture of Home and Office working but will ensure a core of staff are in the office.

**Rent Arrears**

Business as usual whilst we avoid face to face contact; new ways of contact have and are being developed. We are liaising with tenants over the phone and still continue to provide a full service; making referrals to and liaising with outside agencies, providing guidance to people who find themselves falling into debt and negotiating payment plans where possible.

We will be dealing with all requests for advice on benefits/debt from tenants directly via email, telephone, FB etc or from staff across the business – organisation.

Teams are not offering face to face appointments as we normally do, but are offering the same service of advice and support, via phone and email.

**Sheltered Schemes**

There are no extra restrictions on access to the schemes. Tenants have been advised about social distancing and unnecessary contact.

Scheme Managers continue to work from the schemes where they are able.

**Older tenants in general needs accommodation**

We have identified all tenants over 70 and housing officers will be undertaking welfare calls with them periodically.

**Emergency Food**

The Housing Services Team have made provision to increase the amount of Food Bank vouchers available that can be delivered or picked up from the office.

**Customer Contact**

| **Area** | **Approach** |
| --- | --- |
| **Customer Services Team** | Mainly Office based and a core of the team will always be in the office. |
| **Out of Hours** | There is no change to the Astraline service. |
| **Receptions** | The office is closed to the general public.  Post will continue to be received and allocated to the various teams.  Cash collection has stopped |

**Other Back Office Services – Mixture of home and office working**

**Executive Team – Mostly working from office with social distancing but high visibility for staff**