Arawak Walton Housing Association

Coronavirus Update 4th January 2021

Information regarding the impact of coronavirus / COVID-19 on our services

It goes without saying that we find ourselves in uncertain and unsettling times at the moment. More than anything we want to ensure that any impact the COVID-19 situation has on our tenants, staff and colleagues is minimal and want to assure you, your safety and the wider community is our number one priority. For this reason, we will be following Government (Public Health England) requirements to prevent the spread of coronavirus.

The government has announced that all Greater Manchester has moved into Teir 4 restrictions and has indicated that these might become stricter and this document clarifies the status of services we are able to offer to our customers. I must stress however that we are sensitive to the personal situation of our customers and will not complete any tasks without your full consent and that safe working practices will be observed at all times.

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 continue to vary over the coming weeks to respond to the impact brought about by Covid-19. The Operations Director will review daily our service provision and plan resources that protects staff whilst maintaining services to customers.

Where services are carried out, in close proximity to residents, either due to an emergency, health and safety compliance needs, or routine repairs, we will ensure that social distancing and protective clothing requirements will be observed by us and our contractors. 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. Where tenants agree all repairs will be progressed and social distancing will be observed.
Maintenance Inspector appointments	Maintenance Inspections will take place however we will also ask tenants to send pictures as some diagnosis can be done remotely.
Void Repairs	Voids works are being undertaken.
Health and safety compliance	Service continues as normal with social distancing and PPE as required.
Gas & Electrical services	Gas Servicing and electric checks continues as normal.
Roofing	Service operating as normal
Kitchen / Bathroom Replacements	All replacements programmes have recommenced, and it is expected to complete in this financial year.
Estate Services incl. grounds maintenance, trees, cleaning	Grounds maintenance, Lift Servicing, Window Cleaning H&S Checks, Mobile Wardens, PAT Testing continue Internal cleaning will continue in sheltered schemes and in communal schemes.
Cyclical Works	All painting and fencing works will continue

Compliance

100% of Annual Landlord Gas Safety Checks have been completed within target

Housing Services

The Housing Services Team are mainly home working

Rent Arrears

We will liaise with tenants over the phone and online only and continue to provide a limited service; making referrals to and liaising with outside key worker 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, Facebook etc.

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

Any tenants affected by COVID lockdown are being handled under a separate arrears procedure that is more sensitive and supportive.

Lettings

Contactless lettings are being undertaken.

Sheltered Schemes

There are visitor restrictions on access to the schemes. Tenants have been advised about staying within their designated bubble and limiting unnecessary contact, in line with the announcement made by Government.

Scheme Managers will work from home and will complete safety checks as normal and are still available to tenants on the phone.

Emergency Food

The Housing Services Team have made provision with food banks to take referrals online and even make deliveries if required.

Customer Contact

Area	Current Approach
Customer Services Team	The customer service team will maintain a presence at the office as a contact point for post and deliveries etc.
Out of Hours	There is no change to the out of hours service.
Receptions	The office is closed to the public. An appointments only system is in operation.