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**Coronavirus Update 13th July 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 requirements to prevent the spread of coronavirus.

The government has announced that the country now has road map out of lockdown and that from 19th July most restrictions will no longer apply and we have been asked to take responsibility for arranging our own safe working practices. 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.**

| **Service Area** | **Current Approach** |
| --- | --- |
| **Repairs** to housing stock | All operational as usual |
| Maintenance Inspector appointments | Inspectors will attend as usual and will wear PPE if requested |
| **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 working the majority of the time in the office and are available for appointments.

**Rent Arrears**

We will liaise with tenants over the phone and online only and in person either at the office or at tenants’ homes.

We will be dealing with all requests for advice on benefits/debt from tenants directly via email, telephone, Facebook etc.

Teams are offering face to face appointments as they would normally and 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**

Operating as usual

**Sheltered Schemes**

Scheme managers are working on site and residents are expected to take their own safety measures based on their assessment of risk.

**Customer Contact**

| **Area** | **Current Approach** |
| --- | --- |
| **Customer Services Team** | The reception is open in normal office hours and the customer service team is available |
| **Out of Hours** | There is no change to the out of hours service. |
| **Receptions** | The office is open to the public masks are optional and hand sanitisers are available |