

18 March 2020

## **Corona Virus (COVID 19), Information Letter to All Residents: Office Closed to Public**

Pineview Housing Association has been keeping updated on the Corona Virus and advice from the UK and Scottish Government. We have been undertaking regular reviews of the situation and considering the assessment of risk for our customers, contractors and staff, alongside helping the national effort to minimise the spread. **We would ask you to please take the time to read this important letter.**

### Government advice measures announced Monday 16 March 2020

- Stop all non-essential social contact and stop going to places with a high concentration of people such as pubs or cinemas
- Avoid using public transport as much as possible
- Avoiding all social contact is particularly important for people over 70, for pregnant women and for those with some health conditions
- Work from home if you can
- Anyone living in a household with somebody who has either a persistent cough or fever must now also isolate themselves for 14 days
- Very vulnerable people with compromised immune systems - estimated to be around 200,000 in Scotland - will be given tailored advice on self-isolation that could last a "period of weeks or months"

The Association have taken account of this advice to determine how we will deal with matters.

### Staff

We have a responsibility as an employer to ensure the health, safety and wellbeing as far is reasonably practicable for all employees and anyone else affected by our business. Staff have access to clean warm water and soap, and hand sanitiser and have been given advice about the importance of maintaining appropriate hand hygiene. Staff have also all been given tissues to use for catching and binning sneezes and coughs and then reminded to wash their hands. These measures should help contain any possible outbreak within our office and minimise the risk of contamination.

Following the increase in government recommended measures yesterday, we have now taken the difficult decision to close our offices to the public until further notice and we apologise for any inconvenience this may cause. This will reduce the volume of contact between people that visits to our office would normally encourage. This measure is to try to reduce the risk to both members of the public and to protect staff.

We are reviewing our arrangements to allow home working for staff where appropriate and/or feasible. However, we can still be contacted during office hours by telephone, e-mail, website or Facebook.

We are working to maintain our services as normally as possible until any advice is issued that means we need to change our approach or that would stop us carrying out our work.

### Customers

We are working to support the national effort and to aid the protection of our customers with the actions detailed above. We are working to keep our service provision as normal as possible, but this is a rapidly changing situation and we need to keep this under review.

#### Customer Contact and Home Visits:

Our staff will be making contact with customers by telephone, text, e-mail and letter. Our intention is not to carry out any home visits unless absolutely essential. If a home visit is thought necessary you will be asked to declare your households status with self-isolation and a risk assessment will be undertaken to decide if and/or when a visit can be made – this is again to protect our customers in their home and to protect staff.

#### Repairs and Maintenance:

If our maintenance/repair contractors decide to restrict their service provision this will have a direct impact on the services we can provide. As this is likely to be an ever changing position we will advise you of any impact when you are requesting repair work. You can continue to report repairs by telephone, email or online.

Central heating/hot water breakdowns and any out of hours emergencies can, at this time, still be reported to the City Building call centre on 0800 595 595.

#### Isolation:

If anyone in your household is self- isolating please let us know immediately in order that we are aware and can implement measures to safeguard you, your household, our staff and contractors.

#### Rent Payments:

Rent payments can be made at any Pay point facility, Post Office or online at [www.allpayments.net](http://www.allpayments.net)

### **Help Stop the Spread**

Each of us, individually and together, can help stop the spread of the virus by following simple hygiene measure for coughing and sneezing and by regularly washing our hands with warm water and soap and cleaning all hard surfaces, door handles, light switches etc. We can also help reduce the spread by reducing unnecessary contacts – please stay safe.

The content of this information letter is accurate as at the date of issue and information will be reviewed/updated in accordance with new advice issued from the appropriate authorities. This is a fluid situation and things may change with very short notice. Your patience, co-operation and understanding at this uncertain time would be greatly appreciated.

Yours sincerely

Joyce Orr, Director and Company Secretary