

23 March 2020

Corona Virus (Covid19) Suspension of Caretaking Service and Restriction to Repairs Service

We hope that all our residents are well and keeping safe in these unprecedented times. We are trying to keep as many services going as possible. In light of the ever changing environment and advice with Covid 19, the Association is having to review the services it provides to minimise risk to our tenants and staff. As such, there are now further restrictions than given in our previous letter.

As requested by the Government, and to reduce risk, all our staff will be working from home by the end of this week. Our staff are still working our standard hours and have resources to deal with any resident queries by e-mail or phone. If you need advice or assistance from us during this time please use our website contact form or e-mail us through mail@pineview.org.uk and we will be in touch.

If the matter is an emergency during our normal office hours please leave a phone message on our main phone line (0141 944 3891) giving your name, address, contact number and some brief details and someone will call you back.

If your contact relates to an emergency repair outwith our normal office hours, please contact City Building on 0800 595 595.

If your contact relates to a data protection matter, please contact our DPO on 07575 838625.

Whilst payment of rent is very important and we would encourage tenants to keep up to date with their rent payments we are aware that many of our tenants will be facing some very difficult financial circumstance right now. We want to let you know that we are here to help and support you through these times. **No tenant will lose their home due to the Covid19 situation.** If you need help or assistance with any rent matters, including alternative payment methods, please just let us know.

If you are vulnerable and need advice on who to contact for help, please let us know. We will be regularly checking in with our older and more vulnerable tenants by telephone – if we don't have your telephone number or e-mail please can you let us know it now.

Further Restrictions to Service

These are unprecedented times and the changes we are making are not made lightly. In order to follow Government advice to have our staff working from home where possible and to help maximise social distancing by reviewing what we do, we are having to restrict our service provision.

Estate Caretaking Service

Common Close Bin Presentation

Tuesday 24 March will be the last day that we will be pulling out the bins for collection by Glasgow City Council (GCC). GCC will still be collecting refuse but we need to ask residents to put their bins at the kerbside to be emptied, and then return their bins, when emptied, to the bin store. The bins work on a two week cycle with the Green bins (for standard waste) one week and the Blue bins (for recycling waste) the next week. A schedule of collections will be sent to all residents living in closes. We will put out and return the Green bins on 24 March. Residents will start dealing with bins from the following week with the Blue bins on 31 March 2020. As the bins can be emptied very early in the morning, it is crucial to make sure they are put out early on the day of collection or late on the previous evening.

Bulk Uplifts

GCC have advised that they will not be collecting bulk items until further notice. As such, please do not put any bulk out for collection or within the bin store area. If you have bulk items to dispose of, please either keep them in your home or make arrangements to take them to GCC recycling depot.

Close Cleaning

To minimise the volume of people entering common closes and to minimise risk to staff, we will be suspending the cleaning of common closes and surrounding areas until further notice. As such, we are asking residents to keep closes and common areas clear of any rubbish and to keep the areas clean and handrails and handles disinfected.

Repairs Service

As our contactors are being increasingly affected by the Covid19 situation their availability to do repair work is reducing. Whilst they and us have been trying to keep the repairs service as "normal" as possible we now need to restrict service to emergency repairs only. This also means that the statutory Right to Repair timescales will be suspended and only emergency repairs will be undertaken. By restricting the repairs service to only absolutely essential or emergency work means that we can all assist with maximising social distancing.

We want to thank you for your understanding through these unprecedented times for our country and the world. We would ask that everyone follow the crucial guidance being issued by the Government and would remind you of the following sources of information, as given at the foot of this letter.

Yours sincerely

Joyce Orr, Director

<https://www.gov.uk/coronavirus>

<https://www.gov.scot/coronavirus-covid-19/>

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Social distancing measures are steps you can take to reduce social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- Avoid non-essential use of public transport when possible
- Work from home, where possible.
- Avoid large and small gatherings as infections spread easily in closed spaces where people gather together.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media