

24 April 2020

To all Pineview HA Tenants and Residents

Corona Virus (Covid19) – Service Update

We hope that all our tenants and residents are well and keeping safe in these unprecedented times. We would encourage everyone to follow the Government guidance to try to keep themselves and everyone else as safe as possible.

As requested by the Government, and to reduce risk, all our staff are working from home. Although we are not at the office, all 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 you do not have access to our website or do not have access to e-mail, please telephone our main office number (0141 944 3891) and leave a message giving your name, address, contact number and some brief details and someone will call you back.

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. **Please contact us now – the sooner you make contact, the sooner we can help.**

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 tenants by telephone – if we don't have your telephone number or e-mail address please can you let us know it now.

Other important information:

Bulk Uplifts Suspended

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 a GCC recycling depot.

Close Cleaning

To minimise the volume of people entering common closes and to minimise risk to staff, we have suspended the cleaning of common closes and surrounding areas until further notice. As such, we are asking residents to keep their closes and common areas clear of any rubbish and to keep these areas clean and handrails, handles and door entry panels disinfected – those living within homes in common closes are best placed to protect themselves with regular cleaning.

Repairs Service

As already advised, in order to comply with Government guidance and safety, our contactors are undertaking emergency repairs and gas servicing works 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 and keeping people safer.

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