

## **Coronavirus Update – May 2021**

Coronavirus Restrictions in mainland Scotland began easing from lockdown on 26 April 2021, with further relaxations from 17 May – information on Scottish Government website -

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

Glasgow, along with Moray, remains in Level 3 due to increasing infection rates -

<https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-3/>

### **Repairs**

With the easing of some restrictions on 26 April 2021 we were able to start reintroducing some of our repair services.

Level 3 protection level states “Tradespeople can work in other people’s homes providing they follow [guidance on working safely](#).”

As such, we have been able to start processing non-emergency repairs. As you will understand, there is a backlog from when Lockdown commenced on 4 January 2021. This is the same for every housing association and therefore there is a great demand for our contractors services. We are working through non-emergency repair requests as quickly as we can – if you have any concerns please call us on 0141 944 3891 or e-mail us at [mail@pineview.org.uk](mailto:mail@pineview.org.uk)

### **Office**

In following the government guidance, our office remains closed with office staff to work from home where possible. While our office may be closed, we are still working standard hours and are available for all our tenants and customers. Please contact us if you need advice or assistance.

Any face to face contact, whilst in Level 3 protection level, should only be where essential. We have a range of other options that we can use to correspond with our customers including video, online, texting, telephone, and e-mail. Please contact us if you need advice or assistance.