

Coronavirus Update – December 2021

Pineview continues to follow Scottish Government guidance:

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

<https://www.gov.scot/publications/coronavirus-covid-19-staying-safe-and-protecting-others/>

Pineview Office and Services:

In following the government guidance, our office remains closed, and staff are working using a mixture of working from home, working from the office, and working out on the estates. The office is open to customers by appointment only.

<https://www.gov.scot/publications/coronavirus-covid-19-general-guidance-for-safer-workplaces/>

We are still working standard hours and are available for all our tenants and customers and can meet customers in our office by appointment if required. We can also meet customers virtually by using MS Teams and other phone video options.

Please contact us if you need advice or assistance – tel 0141 944 3891 or e-mail mail@pineview.org.uk

Pineview Repairs:

Tradespeople can continue to work in other people's homes providing they follow guidance on working safely. As such, we are processing all repairs, although some repairs are taking longer than what customers were used to pre covid.

Why are repairs taking longer than before?

More repairs being reported

Since covid restrictions were eased we have seen an increase in the number of repairs being reported to us. We know some customers didn't report minor repairs to us during the lockdown periods as they didn't want us visiting their home for work that wasn't urgent.

National labour shortages

You'll be aware there is currently a national shortage of key roles, many of which are tradespersons and professionals within the construction / maintenance sector – including call centres. This is having an impact on our contractors more widely and this challenge is impacting us and other housing providers. Our response times to attend routine repairs have been affected due to this.

Self-isolation and sickness means we need to rearrange some repairs at short notice. We know this has can be very frustrating for residents, but we have to ensure we keep to government guidance to keep everyone safe. We thank you for your patience.

National materials shortages

The current national short supply of building material such as steel, timber, cement, and glass means we've had to rearrange some work until these items are available. We are fortunate to have frameworks and relationships with our contractors that have helped us to mitigate, but we recognise the frustration to our customers with us sometimes having to amend appointments at short notice. Again, we thank you for your patience until circumstances improve.

We are working hard to have our service as "normal" as possible. The good news is we are completing more repairs whilst ensuring safe working. Your support in helping us manage our services to you more effectively during this time is greatly appreciated.

If you can, please help us by being as flexible as possible about your repair appointment. This will make it more likely that our team and contractors will be able to meet that commitment.

If you have any repair requirements, please complete our online repair request form (<https://www.pineview.org.uk/report-a-repair/>) or contact us on 0141 944 3891 or e-mail us at mail@pineview.org.uk