

February 2022

Pineview Staff Working Arrangements - From Monday 28th February 2022

With the easing of some of the Covid 19 restrictions we have been reviewing our working arrangements. In line with Scottish Government guidance and requests, most of our office staff have been working from home since March 2020 and only working in our office where this was required for appointments with customers or for staff wellbeing.

While we have not been using the office full time, our staff team have still been working full hours with some of it from home, some of it out on our estates, and some of it at customers homes (where it was safe to do so). Our estate caretaking team have been working in our areas each working day after the first lockdown in 2020, and they will continue to do so.

The Scottish Government is no longer asking us to have staff working from home as the default position, and we are instead being encouraged to consider, and where feasible, adopt a hybrid working arrangement. A hybrid working arrangement is where staff are allowed to work part of their working week from their workplace and part from home.

Whilst we are allowed to now consider alternatives to working from home, we are reminded that infection rates remain high and that Covid19 is still with us. While we learn to live with Covid19 our safe working procedures are as important as ever.

From the 28th February our staff team will be working on a rota system. As our housing services team are the core to our customer service delivery, they will be leading on this. The rota system has been set up in a way to minimise risk by keeping numbers controlled in our office, ensuring staff in the office follow safe working procedures, and continue to take precautions when dealing with each other and our customers.

The system keeps numbers controlled whilst giving the greatest mix of team members that customer may want to interact with, and to allow our staff team members to interact in person – whilst it has kept us safe working from home for almost two years has been lonely.

During this first period of rota working, which we anticipate being in operation from 28 February to 31 May 2022, housing services staff team members will be required to work from our offices on Monday, Tuesday, Wednesday, and Friday each week (unless there is a bank holiday).

Different staff may be working from the office on different days but there will always be staff in the office during the working hours of these four days. Other staff members will also be able to work from the office but will largely make use of Wednesday's and other days when numbers working from the office are lower.

WHAT DOES ALL THIS MEAN FOR OUR CUSTOMERS?

Here are some common questions and answers.

Q. Will staff still be available to contact each working day?

A. Yes. All our team will still be working their normal contracted hours and there will always be team members available during our working hours – Mon – Thurs 9.00am – 5.00pm, Friday 9.00am – 4.00pm.

Q. How can I contact staff?

A. There are a range of contact methods available to our customers including:

- Telephone: 0141 944 3891

- Email: mail@pineview.org.uk
- Contact us by MS Teams.
- Contact us using Near Me.
- Use the Contact Us form on our website - <https://www.pineview.org.uk/contact-us/>
- Request a call back via Text Message:
0741 834 7038
- Facebook: @pineviewhousing
- Make an appointment for a team member to visit you at home or for you to visit our office

Q. Is the office open?

A. Yes and No! If customers make appointments, the office will be accessible for the appointment date and time to see a member of our team. The office will not initially be open for anyone just to drop by without an appointment. This is to help us control numbers in the office and mitigate infection risk. This will be kept under review, and hopefully as infection rates reduce, we can consider other arrangements.

Q. Are there conditions for me having an appointment in the office?

A. Yes. To keep everyone safe we will only have two customers in the office at any one time. No one displaying covid symptoms will be allowed into the office and customers will be required to confirm this before entry. If visiting us at our office you will have to social distance, wear a face mask, and use the sanitiser provided. To help us keep everyone safe, we're asking customers to initially stick to a one-in-one-out rule at our office and we will control this through appointments.

Q. When will the office open fully again?

A. We are keeping this under review. Even before covid there was not a great number of customers who came to our office, and most who did made an appointment in advance. We are not anticipating a surge in customers wanting to visit the office, especially as we are working more so that our team members visit customers at home. However, we will be keeping this under review and will keep customers updated with any changes.

Q. Can I pay my rent in cash at the office?

A. No. We do not have facilities to take cash rent payments at our office. If you need help about how to pay your rent, please contact us and we will advise. We use the Allpay system and there are several options for making payments.

Q. What if I need an emergency repair outwith working hours?

A. If you have an emergency repair, that cannot wait until our working hours, please call our emergency contractor on 0800 595 595.