

## **News Update**



### **Coronavirus**

Unfortunately, due to the current restrictions the Association is unable to publish its Spring Newsletter in its usual format. This short bulletin aims to keep you up to date with the services that we aim to provide whilst our office is closed to the public and service options will be restricted. We will endeavour to keep you posted with regular bulletins by post but if this is not possible our website will continue to be updated. This can be found at [www.randcha.co.uk](http://www.randcha.co.uk). We understand that all tenants do not have access to the internet and possibly a friend or relative can do this for you.

### **Access to Services**

Tenants and owners can still contact the Association by telephone, our telephone service will be available from Monday to Friday between the hours of 9.00 am and 1.00 pm and 2.00 pm and 4.00 pm. We expect the phone lines to be busy so if you don't get through first time please try again. You can also contact us by e-mail, the appropriate e-mail addresses are as follows:

Maintenance, repairs etc:	<a href="mailto:maintenance@randcha.co.uk">maintenance@randcha.co.uk</a>
Tenancy and rent queries:	<a href="mailto:housing@randcha.co.uk">housing@randcha.co.uk</a>
Factoring enquiries:	<a href="mailto:factoring@randcha.co.uk">factoring@randcha.co.uk</a>
General enquiries:	<a href="mailto:info@randcha.co.uk">info@randcha.co.uk</a>

### **Payment of Rent**

Tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. The government has a strong package of financial support available to tenants, and where you can pay the rent as normal, you should do. Tenants who are unable to do so should speak to the Association at the earliest opportunity to avoid future complications with your tenancy.

All the existing options for paying rent will still be available. For tenants that use the post office, if this is closed or you cannot get out, you can call the office and make a secure payment over the phone. Tenants can also register on the Associations website and make a payment. If you are having any difficulties in UK paying your rent please contact the office.

If you lose your job as a result of Coronavirus or you are having financial difficulties you can claim Universal Credit from the Department for Work and Pensions which includes support for housing costs, if eligible. The Government has introduced some temporary changes to

make this easier. We would also urge you to apply for Statutory Sick Pay where you are eligible. Further information can be found at: [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

## **Repairs**

Our contractors are continuing to provide an emergency repairs service. However, please be aware that this may alter if their staffing levels are reduced due to the continuing spread of the virus. You can keep up to date about which services are being provided on the Associations web site.

Please contact us on 0141 647 4917 if you have an emergency repair in your home. Emergency/urgent repairs include:

- Fire
- Break In – lack of security
- Flood
- Power Failure
- No Heating/hot water

When you contact us about your emergency repair we will ask you some questions about your current situation and whether you are self-isolating so that we can understand how best to protect you and your family, as well as the member of staff that attends your home. The questions may include:

- Have you had contact with anyone who may be infected with the Coronavirus (COVID-19)?
- Do you have any of these symptoms – cough, fever or shortness of breath?

Please be patient with us while we ask these questions. These are required to protect the health and wellbeing of you, our staff and our contractors, which is essential in allowing us to maintain services. If it is deemed essential that a member of staff does attend your home, they will:

- Ask some further questions at the front door before entering the property
- Distance themselves by at least two metres from anyone in the property
- Avoid touching surfaces where possible
- Wear protective gloves and other additional protection equipment where necessary
- Ask you if they can wash their hands before and after the visit, if you are happy for them to do so

All tradespeople will show you identification when they visit your home. By following these steps, we want to reassure you that there is a low risk of infection from a home visit by a contractor.

If you have a repair issue to report but it is not in the list above, then we are asking you to continue to report these issues so they can be logged. We will monitor government advice closely and seek to resume normal service as quickly as possible.

## **General Services**

Some of these, such as close cleaning and open space maintenance were initially suspended but we are glad to say that these are mostly up and running again with the exception of individual garden maintenance, which our contractor is hoping to have fully restarted during the first week in June.