

## **Repairs Advice**

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
- Flood
- Power Failure

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

We kindly ask you to minimise interaction with our tradespeople as they carry out work in your home. To keep our colleagues safe, we would ask that you stand at least two metres away from our colleagues where you can. All tradespeople will show you identification when they visit your home. Please check this and once you are satisfied, leave our tradespeople to carry out their work. Upon completion of the job, the tradespeople will advise you they have finished and are leaving, and they will see themselves out. By following these steps, we want to reassure you that there is a low risk of infection from a home visit by a contractor.

### **Non-emergency repairs**

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. Please remember we are trying to support social distancing and protect the health and safety of residents, our contractors and our staff as much as we can during these unprecedented times.

From 23<sup>rd</sup> March 2020, any non-emergency repairs in your home that were already scheduled will be postponed, and we will contact you to confirm this if you had an appointment. There is no need to contact us to postpone future non-emergency appointments in your home.

### **General updates**

For updates please keep checking our website at [www.randcha.co.uk](http://www.randcha.co.uk) If you haven't already done so, you might look at signing up for our online services on our website.