

Phased Re-introduction of Repairs & Maintenance - Update on Covid 19

We are following the Scottish Government's guidelines on how we can safely carry out some of the repair and maintenance works to your homes that had stopped due to the Covid 19 restrictions.

We have been carrying out emergency repairs and essential safety works, such as gas servicing since lockdown in March 2020.

We are working with our contractors to put the Covid 19 safety measures and controls in place so that we can start some of our services.

Repairs

From Monday 10th August we will be phasing in non-emergency repairs, with safe controls. We will not be able to provide a full repair service immediately due to the continuing issues Covid 19, and we thank you for your patience and understanding.

Some of the things that can prevent some works being carried out are:

- Contractors having limited operatives available, increased workloads, due to Covid 19 symptoms, self-isolating etc
- Materials and parts not being available – there are some shortages due to Covid 19
- More than one trade is required, and one of the trades has the above issues with operatives or materials, so affects the others works required

We are prioritising works that have already been reported to us, where the contractors are available, and have materials available. Our Repairs team will be contacting tenants to arrange suitable access as soon as possible.

We will continue to log all repairs we cannot carry out, and will regularly review these, and carry them out as soon as we safely can.

We ask that when a contractor visits your home that you follow the Covid 19 safety measures on page 2



Out of Hours Service

Our Out of Hours Emergency Repairs service will continue as normal. To report an emergency repair phone our 24 Hour Repairs Hotline on **0800 652 8104** and Hanover will deal with your request.

Heating Repairs

You can continue to report Heating repairs to Dalex on **0800 038 5599**.

The same issues apply as above and Dalex will explain if for any reason they cannot carry out a repair, and they will let us know.

The safe visit measures we ask you to follow when a contractor visits your home are set out below.

Gas Safety.

We continue to carry out gas safety services and will contact you if your service is overdue due to Covid 19 non-access.

Maintenance

We planned to carry out heating replacements, insulation, energy efficiency improvements and new windows to some properties this year. We have been working with our contractors to put safe measures in place, in line with the guidance. Our contractors will be organising survey appointments from mid August 2020 onwards, and if your home is included in these planned maintenance works we will contact you to let you know.

We will be undertaking various pieces of external maintenance such as roof and gutter repairs, path and fencing repairs when we have safe measures in place with our contractors.

When contractors, surveyors and BHA staff visit your home to carry out works or inspections:

We Ask That You:

- ✓ Advise us when the appointment is made if there is anyone with symptoms or is self-isolating in your home
- ✓ Advise the contractors when they arrive to carry out works if there is anyone with symptoms or is self-isolating in your home
- ✓ Keep the 2 metre social distance
- ✓ Follow the contractors advice regarding, safe working zones, staying in a different room to where the work is

Our Contractors Will:

- ✓ Keep the 2 metre social distance
- ✓ Wear appropriate Personal Protective Equipment - PPE
- ✓ Create a "safe working zone"
- ✓ Sanitise the area on completion of the work

