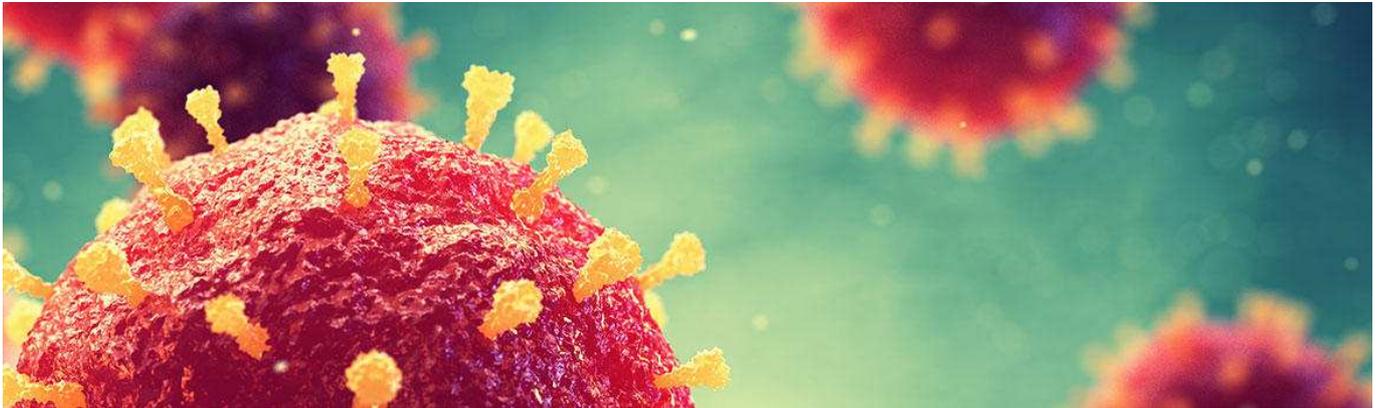


Tenant briefing note 1: COVID-19



Dear Tenant,

In response to the unprecedented developments with COVID-19 (coronavirus) in the UK, Linthouse Housing Association (LHA) wishes to take this opportunity to reassure you we are here to try to support our customers in whatever ways we can in what is likely to be an extremely challenging time for everyone.

We will continue to monitor and follow government guidance and put in place sensible practices to protect our staff and our customers from the spread of the virus. We made the difficult decision to close the office to the public on Wednesday 18th March until further notice. Please do not call at the office in person instead contact us by telephone 0141-445-4418 or email enquiries@linthouseha.com.

If a member of staff needs to contact you, we will do so by telephone, text or email. If you have a new phone number or email address, please let us know and we will update our records. We will restrict home visits by staff to an absolute minimum and if we need to visit you in your home, we will ask you to declare, if you or anyone in your household is self-isolating or feeling ill. If you are, then we may have to re-arrange a visit to a time when you feel better and the period of self-isolation is over.

The UK government has already advised people to work from home where they are able to and the team at Linthouse have been busy putting arrangements in place to allow the majority of staff to work from home from Monday 23rd March until further notice. If you phone our main office number, then your call will be diverted to a member of the customer service team during working hours (9am- 5pm Monday-Thursday and 9am-4pm on Fridays). We will check our answering machine daily for telephone messages left by customers out with normal working hours and return your call as quickly as possible the following day.



**A personal
letter from
the Chief
Executive of
Linthouse
to all our
tenants.**

We will continue to have a small team of essential staff based in our office until we are advised by the government to move to full home working.

Three areas of the service that we know are most important to our customers which we will focus our efforts on sustaining during the coronavirus measures are:

Repairs

Our day to day repairs contractor Mears and gas repairs contractors Gas Sure have put contingency and risk management strategies in place to continue to deliver their essential maintenance services. The contractors will ask you set questions about whether anyone in your home is self- isolating or has being diagnosed with Coronavirus. Please note as part of the measures to allow the contractors to continue to carry out repairs our contactors may attend your home wearing protective clothing and put other measures in place to protect both you and the contractors operative. We would ask for your full co-operation in accommodating the contractor's health and safety request to allow them to continue to deliver the service.

Please note all Mears and Gas Sure operatives carry photographic ID.

At this time the contractors can respond to all categories of repairs but if this changes for any reason we will update our website with details of how this might affect our level of service to you. During office hours our Asset Management staff will continue to provide support and advice on repairs and maintenance matters and out with office hours you can report emergency repairs to:

- Mears on 0370 191004 (All repairs except loss of heating and hot water)
- Gas Sure on 01294 468113 (heating and hot water)

Help is available if you get into difficulties paying rent.

It is important that you continue to make payments into your rent account to avoid getting into debt. This will help us to ensure that we can continue to collect the income we need from rents to invest in your homes and important services. Remember that you can still use your rent payment card at most shops or pay online at www.allpayments.net.

Should you experience a change of circumstances that causes you difficulties in paying your rent then please speak to your Customer Services Officer by calling 0141 445 4418. To obtain support on checking your entitlements to or for claiming welfare benefits regardless of whether you are in work or not please contact our welfare rights staff Kevin Campbell or Connor McLean on our main telephone number or by emailing on kevin@Lighthouseha.com or connor@Lighthouseha.com.

Our Customer Service and Welfare Rights staff will continue to provide support and advice throughout this period of uncertainty due coronavirus.

Estates Service – keeping your area clean & tidy

We provide a wheelie bin pull out service for cleansing to collect household refuse. At present this service isn't affected by Coronavirus, however, that may be subject to change. Should this service be reduced or stop as a result of Coronavirus then our tenants will be need to to pull out their own bins. If this happens please be a good neighbour and offer to pull out the wheelie bin for any of your neighbours who are elderly or unwell.

Glasgow City Council (GCC) have advised us that they are removing the bulk uplift service (old fridges, suites etc) from Monday 23rd March in order to focus their staffs' efforts on household refuse collection. To keep the area looking clean and tidy we would ask you not to put any bulk uplift items out for collection until GCC tell us that they are able to reintroduce collections.

Tenants over 70, with underlying health conditions, and tenants self-isolating While staff are working from home we aim to develop a new service of pro-actively phoning around our tenants who are over 70, those that we know suffer from any underlying health conditions, or those who are self-isolating and have no local family or neighbours to support them. The purpose of the call is to have a chat, check how you are and discuss if there is any support Linthouse HA or our key GCC partners or other organisations that we work with can do anything to help if you have any issues.

We will continue to monitor and follow guidance, and put in place sensible practices to protect our staff and our customers from the spread of the virus, and we will continue to update our website and twitter account with any news that we have.

There are excellent sources of reliable and up to date information about protecting yourself, neighbours and the community from Coronavirus:

- NHS Inform: www.nhsinform.scot
- Health Protection Scotland: www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/
- Scottish Government: www.gov.scot/coronavirus-covid-19/

Please do not hesitate to contact us if you have questions or concerns about the contents of this letter or if you are unsure of who to speak to if you need a bit of support.

Yours sincerely

Irene Campbell

Irene Campbell
Chief Executive Officer