

Tenant briefing note 3: COVID-19



Dear Tenant,

Support During the Coronavirus Lockdown

Due to the extended coronavirus lockdown, our office at 1 Cressy Street remains closed to the public. Staff are still available to deal with all tenancy queries and concerns, and to provide you with additional support if you need it during this difficult time.

The information notice included with this letter gives a bit more detail on the types of support we can provide, which includes:

- Delivery of emergency food parcels
- Collection and delivery of prescriptions
- Regular phone calls to make sure you are well and doing ok
- Assistance from our Welfare Rights Service for help with money and benefits

We are working in partnership with the local Preshal Trust charity to provide tenants with the support they need. The Preshal Trust also offers a hot meal service to all residents in Govan, available for collection Monday to Friday from 11am to 3pm (at 8, Aboukir Street, Linthouse). Please let us know if you are unable to pick up the food for yourself.

Staff have been phoning all of our tenants' to ensure they are safe and well and to offer support if they need it. The support is free of any charge and is open to all tenants. Our aim is to contact all tenants' in the coming days to ensure everyone is safe and well, and that no one is feeling isolated.

If you would like to call us please phone Deborah direct on 0141 445 8420 or the office general number on 0141 445 4418.



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

If you do not have a telephone, please if you can ask a neighbour to contact us on your behalf with a note of the kind of support you require. Alternatively, if you have concern for a neighbour, please let us know or ask them if they would like us to get in touch with them.

For details of support available from other agencies, please see the link to Community Resources here. If you do not have access to a computer, please contact the office and we will arrange to get one posted out to you.

We want to ensure that our tenants are safe and feel supported during this very difficult time. If you have a support need that is not listed, please contact our office and we can see if we can help or try to put you in touch with another agency.

Emergency Repairs & Gas Safety

Your wellbeing and safety is our utmost priority during this time. For this reason, our reactive maintenance contractor, Mears, will continue to carry out emergency repairs. Our gas contractor, GasSure will continue to carry out emergency repairs to boilers to ensure our tenants continue to have hot water and heating.

Do not ignore your carbon monoxide/CO alarm if it goes off. Report this immediately to the office during opening hours or to GasSure directly on 01294 468 113 when the office is closed. The sounding of your carbon monoxide detector will also be treated as an emergency. In a gas emergency, phone the National Gas Emergencies straight away on 0800 111 999.

For emergency repairs that require access into your property, the contractor will contact you beforehand to ask some questions and follow strict safety measures to ensure both your safety and that of their operatives, in line, with Government guidance.

Regarding annual gas safety checks, we are working very closely with our gas contractor on this point. Unfortunately, to date, advice issued by HSE has not connected with Government advice. We have already written out separately to all tenants due to receive gas services in April and will be writing to tenants due to receive annual services in May separately, taking account of further advice issued.

Along with all other housing associations locally and in Scotland, we are striving to make sure our vital services are running properly to keep tenants safe and supported in their homes.

If you have any concerns, queries or support needs then I strongly encourage you to contact our team on the usual number (0141 445 4418) or email enquiries@linthouseha.com.

Yours sincerely

Irene Campbell

Irene Campbell
Chief Executive Officer