

Coronavirus

Advice for tenants



17 March 2020

Due to the recent Coronavirus outbreak we are keen to ensure that our employees and tenants take all reasonable precautions to ensure that the illness and infection does not spread and cause an impact on the service we provide.

We are continuing to monitor the daily updates on Coronavirus from the Scottish Government and NHS to ensure we are following the correct guidance to keep staff and customers safe from infection.

If you think you have the virus you must call NHS 24 telephone service on 111 for further advice.

If you are advised to self-isolate or get confirmation that you have the virus, please let us know.

Visits to your home or to our office

Please note that in light of the recent government announcement and to ensure the safety of our staff and customers, we have taken the decision to close our temporary office premises at 63 Kilbowie Road to the public until further notice. Our administrative services will therefore be delivered via telephone, email, social media and our website and we would ask you to please use these communication methods when contacting us. If it is imperative for you to have a face to face meeting or interview with one of our staff members, please call to arrange an appointment. You can let us know your current email address by emailing info@clydebank-ha.org.uk

Home visits will be carried where we are unable to help you via phone or email and you are unable to attend the office. Visits will be arranged on an appointment basis only. We will not visit your home if you or any of your household are self-isolating or suffering/recovering from the virus.

Gym81 is currently closed and will remain so for the foreseeable future. Centre81 will be closed to the public from Friday 20 March with only limited activities for children being delivered. These activities will cease immediately should school closures be announced.

Rent payments, CHA Power payments and Factoring payments

Where possible please make any payments online using the Allpay website (see link below) or by telephone on 0141 941 1044. You can also make direct payments through your bank, simply contact us for the correct bank account details to pay into.



@clydebankha

Clydebank Housing Association Limited | 77-83 Kilbowie Road | Clydebank G81 1BL

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clydebank housing association

Repairs

When you phone to report a repair we will ask you the following question to identify any potential risks before requesting a contractor to attend:

- **Do you have either a high temperature/fever OR a new continuous cough?**

When you phone our out of hours' emergency contractors you will also be asked this question.

You can also advise us if you do not wish a contractor to come into your home for any type of repair.

Useful website links:

Allpay <https://www.allpayments.net/>

Report a Repair Online <https://www.clydebank-ha.org.uk/maintenance/report-a-repair/>

Clydebank HA website <https://www.clydebank-ha.org.uk/>

Clydebank HA Coronavirus updates <https://www.clydebank-ha.org.uk/cha-news/coronavirus-information/>

NHS Inform <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Health Protection Scotland <https://www.hps.scot.nhs.uk/a-to-z-of-topics/wuhan-novel-coronavirus/>

Scottish Government <https://www.gov.scot/>



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