

Coronavirus

Advice for residents



24 March 2020

Payment of rent/factors accounts – business as usual

Although we are currently closed to the public, we wish to reassure all our customers that rent payments can be made as normal.

Whilst we appreciate the difficult situation we are all in, it is important to stress that rent payments are expected to be made as normal. There are currently no measures led by the Government to allow rent payment breaks or rent free periods.

If you have or think you will have any difficulties in paying your rent please contact us straightaway for advice and assistance. As long as you work with us we will do everything we can to help you.

You can use the following methods to pay your rent:

- Online debit card payments via www.allpay.net just click the 'Make a Payment' section. The registration process is simple.
- By phone via Allpay on 0844 557 8321 – debit cards only.
- By visiting a Paypoint outlet. Cash or Debit card payments can be made at any shop or outlet displaying the Paypoint sign. A full list of outlets can be found at <https://consumer.paypoint.com>
- By telephoning the Clydebank Housing Association office on 0141 941 1044, 07903 622059 or 07875 380125, please note only debit card payments can be made using this method. Should you have limited credit on your phone, we can call you straight back.
- By Direct Debit – to set up please contact our office on 0141 941 1044, 07903 622059 or 07903 622060. Should you have limited credit on your phone, we can call you straight back.
- By direct bank payment – contact us for the correct bank account details on 0141 941 1044.

Applying for housing, mutual exchanges and offers of housing

Despite being closed to the public, all of our housing application and letting services are operating as normal. Applications forms can be downloaded from our website www.clydebank-ha.org.uk, alternatively you can phone the office on 0141 941 1044 or email us at housingmanagement@clydebank-ha.org.uk and we will post an application out to you.

We will put in place special provisions for signing up new tenants who are self-isolating or suffering from the Coronavirus to ensure that no one misses out on an offer of a house as a result of illness.

Other housing management services

Please call us on 0141 941 1044 or email us on housingmanagement@clydebank-ha.org.uk for anything else, e.g. anti social behaviour complaints, housing list enquiries etc.



@clydebankha

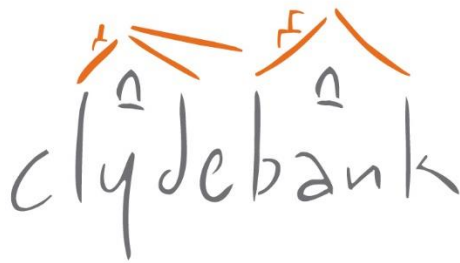
Clydebank Housing Association Limited | 77-83 Kilbowie Road | Clydebank G81 1BL

T. 0141 941 1044 | F. 0141 941 3448 | info@clydebank-ha.org.uk | www.clydebank-ha.org.uk



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clydebank housing association

Repairs

Please consider whether your repair can wait before requesting a visit. If your repair is low priority we may ask you to wait before it can be carried out. We are keeping in close contact with our contractors in relation to their availability. We would encourage you to send us photographs or a video of any defect to remove the need for a pre-inspection.

We will be continuing to carry out annual gas services to ensure our tenants health and safety and will be contacting tenants who are due a service to confirm arrangements.

Please let us know if you are self-isolating.

Please note that when you call to report a repair you will be asked the following questions before a contractor visits your home:

- **Are you or any members of your household self-isolating?**
- **Do you or any member of your household have any of the known symptoms?**
- **Have you or any members of your household tested positive for corona virus?**

You can contact us for repairs as follows:

During working hours: 0141-941 1044

Email: reactive.maintenance@clydebank-ha.org.uk

For day-to-day/essential repairs (e.g. water leaks, choked wc):

reactive.maintenance@clydebank-ha.org.uk or to report a repair online <https://www.clydebank-ha.org.uk/maintenance/report-a-repair/>. Ask for Ali or Rae at the office or contact Sam on 07779 248160.

For programmed repairs (e.g. heating/hot water breakdowns, gas services, smoke alarms):

programmed.maintenance@clydebank-ha.org.uk or ask for Chato at the office or contact Jack on 07507967135.

Out-of-hours: for gas central heating emergencies, including CHP breakdowns in Radnor Park, call City Technical on 0141 646 5091 (or 0844 579 6493, charges apply). For all other out-of-hours emergency repairs (fire, flood, break-in, repairs to Quantum heating systems), should be reported to our contractors, West Dunbartonshire Council on 0800 197 1004.

Estate Management service

We continue to operate a restricted estate management service. For the protection of our customers and staff and in keeping with the Government's social distancing measures, we will only be carrying out limited inspections of common areas for the time being. Residents can still report any issues to us on 0141 941 1044 or by emailing housingmanagement@clydebank-ha.org.uk or completing the form here <https://www.clydebank-ha.org.uk/housing/estate-management/>. Unfortunately, due to staff shortages at this time, we are only able to run a limited caretaking service at Radnor Park. We will continue to provide essential services like daily cleaning of lifts and foyers as well as waste management to allow tenants to continue putting small bags of rubbish down chutes.



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