

# Coronavirus

Advice for our residents

14 April 2020



## Our responses to you

Our priority is, in the first instance, to ensure the health, safety and wellbeing of our staff, tenants and other customers. During this unprecedented time and in response to government advice, we have made significant changes to the way we operate. This may result in slight delays in responding to e-mails and/or telephone calls. Please be assured we will get back to you as soon as practicably possible. We appreciate your patience at this difficult time.

## Housing payments – business as usual

Although we are currently closed to the public, we wish to reassure all our customers that rent, factors and CHA Power 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 make payments:

- Online debit card payments via [www.allpay.net](http://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>
- For RENTS: 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.
- For RENTS: By Direct Debit – to set up please contact our office on 0141 941 1044, 07903 622059 or 07903 622060.
- For Factoring and CHA Power accounts: By telephoning the office on 0141 941 1044 or 07943 178387.
- By direct bank payment – contact us for the correct bank account details on 0141 941 1044.

*If you call a mobile and have limited credit on your phone, we can call you straight back.*

## 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. At this time we would appreciate applications being made through our website [www.clydebank-ha.org.uk](http://www.clydebank-ha.org.uk) wherever possible. If you cannot access the internet, you can phone the office on 0141 941 1044 or email us at [housingmanagement@clydebank-ha.org.uk](mailto:housingmanagement@clydebank-ha.org.uk) and we will post an application out to you.



@clydebankha

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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.

### **Bin Collections**

West Dunbartonshire Council remain responsible for bin uplifts, but are currently operating a reduced service where only general uplifts are taking place on a weekly basis. All waste should be disposed of via this method using your general bin. Please contact the Council on 01389 737000 for any further information or through their social media accounts.

### **Other housing management services**

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

### **CHA 'Check-In' Calls**

Our staff have commenced a 'check-in' phone call with our vulnerable tenants to see if we can provide any help or signpost to other support services. Please note in some cases this may be from a mobile phone number/unknown number as staff are working from home. Be scam aware – we would never ask for bank details during these calls. Please note that any tenant can call us if they need guidance/support on any aspect of their home and we'll provide any help we can or signpost to other support services.

### **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 know this is an anxious and uncertain time for our tenants but we need to ensure the safety of you and your neighbours by carrying out your **annual gas safety check** if this is coming up for renewal. We have measures in place to ensure the safety of your household and our contractor when carry out the safety check. If you receive notification that your service is due and have concerns, please call us to discuss.

### **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 or by email: [reactive.maintenance@clydebank-ha.org.uk](mailto:reactive.maintenance@clydebank-ha.org.uk)

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

[reactive.maintenance@clydebank-ha.org.uk](mailto: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 on 0141 941 1044 or Rae on 07943 178385 or Sam on 07779 248160.

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

[programmed.maintenance@clydebank-ha.org.uk](mailto:programmed.maintenance@clydebank-ha.org.uk) or ask for Chato on 0141 941 1044 or 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](mailto: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.