

Coronavirus

Advice for our residents

08 July 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.

Our Wellbeing Fund Project

For the remaining 6 weeks of our Scottish Government Wellbeing Fund project if you'd like to be safely delivered a free food parcel for individuals or a family, free cooked meals, free kids packed lunches (one-off, daily or weekly) or free children's activity packs, call Centre81 in confidence on 0141 533 7070 or email reception@centre81.org

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 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 to make a debit card payment or to set up a Direct Debit.
- For Factoring and CHA Power accounts: By telephoning the office on 0141 941 1044.
- 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. At this time we would appreciate applications being made through our website 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 and we will post an application out to you.



@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



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.

CHA 'Check-In' Calls

Our staff have are continuing a 'check-in' phone call service 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.

Annual Gas Service – the importance

We understand that these are anxious and difficult times for our tenants however, we have a legal obligation to ensure that all tenants and their neighbours are safe by carrying out annual gas services to boilers when they are due. Our engineers have PPE available to them and have been trained on safe working practices during this pandemic; complying with social distancing. If you receive notification that your boiler service is due and you have any concerns whatsoever about granting access to your property, please contact our Programmed Maintenance Team and they will be happy to discuss this on 0141 941 1044 or you can email the team at programmed.maintenance@clydebank-ha.org.uk.

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

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/> or call 0141 941 1044.

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

programmed.maintenance@clydebank-ha.org.uk or 0141 941 1044.

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 are pleased to be recommencing a full estate management service by the end of the week across all of our stock. **Please help our staff by keeping 2m distance from them at all times.**

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/>.