

# Coronavirus

Advice for our residents

01 September 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 over the past few months, however, most of our services have been delivered as expected. Our office, however, remains closed to the public for now and we will keep you updated as to when we plan to re-open. We have appreciated your patience during this difficult time.

## Our Wellbeing Fund Project

For the remaining few weeks of our Scottish Government Wellbeing Fund project if you'd like a free food parcel for individuals or a family please contact Centre81. We also have a limited supply of Farmfood vouchers to the value of £25 for essentials, call Centre81 in confidence on 0141 533 7070 or email [reception@centre81.org](mailto:reception@centre81.org)

## Housing payments – business as usual

Although we remain closed to the public at the moment, 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 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](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

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

T. 0141 941 1044 | F. 0141 941 3448 | [info@clydebank-ha.org.uk](mailto:info@clydebank-ha.org.uk) | [www.clydebank-ha.org.uk](http://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](mailto:housingmanagement@clydebank-ha.org.uk) for anything else, e.g. anti-social behaviour complaints, housing list enquiries etc.

### **Repairs**

We are now endeavoring to provide a full repairs service within our published timescales. However, if your repair is low priority we may ask you to wait before it can be carried out. We would encourage you to send us photographs or a video of any defect, to remove the need for a pre-inspection and we are keep in close contact with our contractors in relation to their availability in order that tenants receive the best repairs service possible .

### **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](mailto: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](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/> or call 0141 941 1044.

**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 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 providing a full estate management service across all of our stock. **Please help our staff by keeping 2m distance from them at all times.**

Residents can still report any estate management 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/>.