



Repairs and maintenance following lockdown

We would like to thank every tenant for their support and patience during this extremely difficult period.

We have been providing an emergency-only repairs service, but recent changes to guidance on working safely means we can work on wider issues of repairs and safety inspections, as long as they are in line with public health advice.

Some services will be starting up soon, including planned investment, disrepair, adaptations, and improvements to communal areas.

We will continue to prioritise emergency repairs and essential safety work. We will not visit properties where residents are socially shielding or self-isolating - **unless it is to fix a direct risk to the safety of the household.**

What does this mean to you?

We are beginning to deliver the services we have not been able to provide during this period. Extra safety measures are in place to protect you and our staff. This means that the way we work may be different and where it is possible to do so, some services will be provided without visiting your home.

To enable us to work safely in your home, you must:

- **Tell us if you or a member of your household is shielding or has a confirmed case of Coronavirus (COVID-19) so that we can agree arrangements to deliver essential services**
- **Tell us if someone in the household is clinically vulnerable, but has not been asked to shield, for example, someone over 70**
- **Comply with the current government advice in relation to 'Stay Alert – Control the Virus – Save Lives', particularly in relation to social distancing**

What to expect when we visit you

Before we enter your home, we will again ask you to let us know if you or a member of your household is shielding or has a confirmed case of Coronavirus (COVID-19) so that we can agree arrangements to deliver critical services.

Before attending an appointment at your home, we will contact you and advise on how we intend to deliver the service in a safe manner following the guidelines:

- **Our staff will wear the appropriate PPE**
- **Following social distancing rules wherever possible**
- **Require tenants to go to a separate room when the work is being done.**

These guidelines have been put in place to ensure the safety of both our staff and tenants. If they are not followed, our staff have been instructed to leave the property.



What do our services look like?

In the short term:

Repairs and Maintenance

We will resume routine repairs but will continue to prioritise emergency and essential repairs. We ask you to be patient as we work through a backlog of repairs which we need to address, which may mean that more non-essential work takes longer than normal to carry out.

Planned Improvements

Planned investment works to properties will be reviewed on a priority need basis and we will notify you directly to agree how the works will be completed whilst maintaining safe working practices. Those properties where works were prematurely suspended will be prioritised.

There is an inevitable impact on our ability to deliver a full programme of investment services in 2020/21.

Cyclical Painting and External work

Our Investment and Property Care teams will resume normal duties, working safely to improve communal areas. Outdoor planned works such as fencing, painting, and some roofing will now also resume.

We are expecting a high number of calls and requests and would therefore ask customers to be patient whilst we respond to these. Please don't hesitate to contact us if you have any questions or concerns about how we are going to deliver services safely during this period. Contact us on 01453 754852 or email: asset.data@stroud.gov.uk

SDC COVID-19 Working Safely Commitment

When we provide a service or carry out work in your home we will:

- **Contact you in advance to explain what safety measures will be put in place**
- **Restrict work to emergency only in households where customers are symptomatic, self-isolating or shielding**
- **Carry out all work in line with government guidance**
- **Observe social distancing and avoid any contact wherever possible**
- **Wear the appropriate Personal Protective Equipment**
- **Maintain high levels of personal hygiene (washing hands or using sanitiser before we enter and after we leave your home)**
- **Limit the number of staff working in your home**
- **Do everything we can to keep customers and colleagues safe**



When we visit or carry out work in your home:

- **Tell us if you are symptomatic, self-isolating or shielding**
- **Maintain social distancing wherever possible and throughout the duration of the visit**
- **Isolate in a separate room when the staff member attends and for the duration of the visit/works being undertaken**
- **Understand that if these safety requirements are not followed that our staff will be required to leave your home**

Tenancy Management

Your Neighbourhood Management Officers will soon be able to resume some of their normal duties following the restrictions of COVID-19. Their immediate priorities will include tackling the increased cases of anti-social behaviour during lockdown with risk-assessed visits, although the noise monitoring equipment is currently not available and therefore any noise concerns will be dealt with at a later date. All complainants will be kept updated.

Neighbourhood Management Officers will be arranging viewings and sign-ups for new tenants following the re-opening of Homeseeker Plus.

We will also be inspecting and managing areas where there has been waste dumping and fly tipping across the district.

Your Income Management Officers continue to work from home, but have recently started risk-assessed visits to our customers where we have been unable to contact them by telephone. The officers will not enter anyone's home and will:

- Observe social distancing and avoid any contact wherever possible
- Wear the appropriate Personal Protective Equipment
- Do everything they can to keep our customers and themselves safe

Sheltered Housing

Site Officers have returned on a full time basis and all duties have resumed. Two metre social distance floor markings are in place throughout the communal corridors. COVID-19 guidelines for all visitors (staff, contractors, family members etc.) are on the Notice Points inside the main entrance. Grounds maintenance including grass cutting, strimming and hedge cutting is going ahead.

Support Coordinators continue to work from home, making scheduled contact with everyone who has been identified as having a support need whilst promoting a 'self-referral' system enabling tenants to call into the service. Support Coordinators' contact details and working hours are on the Information Points on all schemes inside the main front entrance.

Remote contact via social media is being explored, enabling face to face confidential dialogues for those who would prefer this method of contact.



Tenants will soon have the opportunity of joining exercise sessions online through Zoom.

Communal areas are currently locked down which includes lounges, toilets and kitchens. Guest rooms are not yet open.

If you are concerned or need to talk to us about your situation, please call us on 01453 766321 or email: customer.services@stroud.gov.uk where a member of the team will be happy to speak to you.

The Latest Advice

For your safety and that of others we ask that all tenants and residents follow the advice from the Government –

<https://www.gov.uk/coronavirus>

<https://111.nhs.uk/covid-19/>

Domestic abuse: how to get help

www.gov.uk/guidance/domestic-abuse-how-to-get-help

Other Council and Community Services

<https://www.stroud.gov.uk/community-and-living>