

## COVID – 19 SERVICE DELIVERY BRIEFING April/May 2020

### Please take a few minutes to read this important update

Due to the Coronavirus (COVID-19) outbreak, West Granton Housing Co-op is taking the necessary steps and precautions to try and minimise the risk to our tenants and staff.

We have taken the decision to close our office and play parks to the public until further notice. **From Monday 30<sup>th</sup> March 2020, WGHC Staff have been working from home.** A small skeleton staff are on site in the office for a few mornings each week to carry out critical functions to ensure WGHC remains operational throughout this period.

In addition to the above measures, and to reduce spread of the virus, the following services have been **suspended**:

- All non-emergency repairs. Any non-emergency repairs reported will be logged and we will schedule these as soon as normal service resumes.
- The upgrading of smoke alarms and carbon monoxide detectors.
- Face to face meetings and appointments in tenants' homes.
- The cleaning of stairs as this has been categorised as a non-essential service.
- All Allocations and Membership Applications.

This is in line with recent UK and Scottish Government advice.

We will keep you up to date through our website:

[www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

In the meantime, our staff will still be able to deal with any enquiries you may have via other methods.

## **Details on how you can contact us can be found below.**

We would like to reassure you that tenants' and staff wellbeing is our number one priority, which is why we are stepping up measures to limit the spread of Coronavirus (COVID-19) following official advice.

Whilst our office is closed until further notice, we are working hard to ensure the critical and essential services that make a difference to communities every day continue to operate.

We appreciate many of our tenants prefer to meet face-to-face with our staff. However, in the interest of protecting staff, tenants and the wider public, we will be limiting face-to-face contact, with only a few exceptions where in person attendance is absolutely unavoidable.

## **HOW TO CONTACT US**

**Whilst these measures are in place, all contact with staff should be made by:**

**Email** [mail@westgrantonhc.co.uk](mailto:mail@westgrantonhc.co.uk)

*or*

**Telephone** 0131 551 5035

If your call is not answered straight away, it means staff are busy answering other calls. Please leave a message with your contact details and a staff member will call you back.

*or*

by use of our **“Contact Us” online form** which can be found on this website at [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

Whenever direct contact is required, we will take steps to identify whether those we will be meeting are vulnerable to the virus through a series of questions based on the latest UK Government advice. We will then take steps to facilitate direct contact safely for everyone – bearing in mind that some people can be carriers of the virus without showing symptoms.

Ultimately, we are dedicated to protecting those most vulnerable from the effects of Coronavirus (COVID-19), and we are working with a wide range of partners to support those most at risk.

**Thank you for the time you have taken to read this update.**

**We want to reassure you of our commitment to you as a tenant during this uncertain time.**