

WOMEN'S PIONEER HOUSING LIMITED

227 WOOD LANE LONDON W12 0EX TELEPHONE 020 8749 7112 FAX 020 8749 9843 E-MAIL info@womenspioneer.co.uk



27th March 2020

Dear Resident

Covid-19 Pandemic (Coronavirus)

This continues to be a worrying time for everyone. At Women's Pioneer Housing Association (WPH) we continue to prioritise the safety and wellbeing of our staff and residents. As the situation develops and government guidance changes we are having to constantly review our service to residents. Please check our website:

<https://www.womenspioneer.co.uk/>.

Protecting the community

We all have a role in helping to limit the spread of the virus. The most important thing is to follow the advice of Public Health England and the NHS. Wash your hands more regularly and for longer. Current guidance also states that everyone must stay at home to help stop the spread of Coronavirus.

Most people can only leave home:

- to shop for essentials
- to do one form of exercise a day
- for any medical need
- to travel to and from work
(if this is essential and cannot be done from home)

Some people most at risk due to specific health conditions have been asked to self-isolate completely for the next twelve weeks. This is to shield them from catching the virus.

Contact between WPH and residents

We are asking residents to contact us on the phone or through our e-mail as our office at Wood Lane is now closed to visitors. Most of our staff will be working remotely, away from our offices.

Our Estates Services Officers and Sheltered Housing Scheme Managers are dividing their time between visiting our properties e.g. to carry out essential health and safety checks and working from home. They remain available on the telephone as usual.

If you are ill, self-isolating or being shielded and or our contractors are due to visit your home, it is critical you let us know beforehand. This is vital for the safety of our staff and your neighbours.

Our employees, and our contractors who are feeling unwell, or who have come into contact with someone with Coronavirus have been told to self-isolate at home.

All our staff and contractors will be equipped with necessary personal protective equipment and will operate safe working practices.

We are doing everything we can to keep you safe and to minimise the impact on the services you receive from us.

Our services during the pandemic

Most housing management services will continue to be provided by telephone. For example tenancy issues, rent payments, support regarding Anti-social behaviour or domestic violence

The following services cannot be provided remotely, so we have had to scale down our offer.

Repairs

We are continuing to carry out essential repairs, subject to a risk assessment. There may be some disruption due to a shortage of contractors.

Essential works will include any actions required to remedy defects that have an impact on the health, safety and wellbeing of the tenant, or, where left unrepaired, will lead to increased deterioration if the fabric of the building.

Kitchens and bathrooms will be completed where work has begun but new installations will be postponed until government restrictions are lifted.

However, if you or a member of your household is ill, self-isolating or being shielded we can only carry out repairs which directly impact on your safety or those of your neighbours.

Health and safety

We will carry out health and safety inspections (including fire, gas and electrical safety) and monitoring together with any essential remedial works that may be required. Communal health and safety inspections by ESOs may take place less often in some buildings i.e. once a month rather than once a fortnight.

We would ask tenants to be vigilant when passing through the communal areas and to report communal repairs and hazards to your ESO by telephone or to 0208 749 7112

Estates Services

There may be disruption to Estate Services, in particular communal cleaning, due to a shortage of contractors. We shall make every effort to avoid this, for example, by working with other contractors on our approved list.

Our cleaners have been asked to pay extra attention to surfaces in high use areas to ensure they are as clean as possible to help reduce the spread of Covid-19. Pest control works will continue but will be subject to the same risk assessment as repairs. There may be a reduced gardening service.

Lettings

We would like to continue to let any vacant properties as long as we can as we recognise the importance of ensuring that as many people as possible are adequately housed during this pandemic. However, we are seeking guidance as to whether this is still possible.

Contacting your Housing Officer

You can still contact your Housing Officer for any tenancy related issues you may have, by calling 0208 749 7112 and selecting option 2. They will be able to assist you over the phone. If you are affected by loss of earnings due to the coronavirus, please get in touch with us as we have trained specialist staff who can help you claim the financial support the government has put in place.

Requesting a repair

You can still request a repair by calling

- 0208 749 7112 and selecting option 1 or
- 0208 743 4422

Contacting your Scheme Manager

Please call or email your Scheme Manager with any queries. In line with health advice, they are operating social distancing which means they are unlikely to meet you in your flat and will try to keep 2 metres feet away during conversations. Please refer to the noticeboards for your Scheme Manager's contact details or if you are unable to leave your flat, call 020 8749 7112 and press 2 to speak to a member of the team.

Contacting your ESO

Please call or email your ESO with any queries. In line with health advice, face-to-face contact is restricted for the wellbeing of both residents and staff. Please refer to the noticeboard for contact details or if you are unable to leave your flat call 020 8749 7112 and press 2 to speak to a member of the team.

As this unprecedented situation changes the level of service we can provide may also change. Please check our website for updates: <https://www.womenspioneer.co.uk/>.

On behalf of all the staff at WPH, I send best wishes to you, your families and friends for your continued well-being.

Yours sincerely



Denise Fowler
Chief Executive