



In response to the introduction of national lockdown and COVID alert levels we have created this guide to our services.

	Medium 1	High 2	Very high 3	Stay at home 4	Stay at home Lockdown
<b>Repairs</b>					
Emergency / urgent repairs	✓	✓	✓	✓	✓
External routine repairs	✓	✓	✓	✓	✓
Internal routine repairs	✓	✓	✓	✓	✗
Gas related routine repairs and boiler replacement	✓	✓	✓	✓	✓
<b>Legal and safety compliance</b>					
Gas servicing and common area electrical testing	✓	✓	✓	✓	✓
Safety equipment testing and safety inspections	✓	✓	✓	✓	✓
<b>Maintenance (indoors and outdoors)</b>					
Landscape maintenance	✓	✓	✓	✓	✓
Cleaning in communal areas	✓	✓	✓	✓	✓
<b>Housing management and financial inclusion</b>					
Housing team will carry out essential or urgent visits	✓	✓	✓	✓	✓
Housing team will resume home visits where required	✓	✓	✓	✓	✓
Customer enquiries	✓	✓	✓	✓	✓
<b>Lettings</b>					
Viewings and sign-ups	✓	✓	✓	✓	✓
Getting properties ready to let	✓	✓	✓	✓	✓
Mutual exchanges	✓	✓	✓	✓	✓
<b>+55s and supported living services</b>					
Communal lounges open for customer use	✓	✗	✗	✗	✗
Hairdressing services where available	✓	✓	✗	✗	✗

