## Updates

Our website and social media channels will be updated frequently.

## Receptions

Closed until further notice





## Essential compliancy checks

We'll continue with essential safety like your annual gas safety check and electrical wiring testing. This is to make sure your home is safe.

## Getting support

We are calling our vulnerable residents and our dedicated teams are here to offer support.





## Repairs

We're only providing an emergency repairs service. An explanation of what we're classing as an emergency repair is available on our website.

Fire checks

if required.

We're also continuing with fire safety

checks as normal to make sure our systems are working as they should be and we'll carry out essential repairs

## Community activities

All community-based events, meetings and activities cancelled or postponed until further notice.



## Scam phone calls and text messages

We are calling and notifying our vulnerable residents and our dedicated teams are here to offer support.



# Coronavirus service status

## Improvement works

We're scaling back our maintenance improvement works but we will be finishing the work we've already started

## **Communal services**

We aim to carry out the cleaning of the communal areas and some grounds maintenance.





## Paying your rent

Our Tenancy Sustainment Team can give you help and advice on debt and money management and unclaimed benefits, see our website for full details.



Normal service - We recommend keys are sent by tracked post.





Suspended for the time being, emergency moves only.





# Rent statements

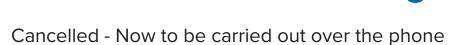
We won't be sending quarterly rent statements out at the moment. You can request your copy by either logging into My PA, or calling us on **0300 123 2221**.



Dealing with antisocial behaviour

Use our online ASB toolkit and contact 101 if you believe someone is breaking guidelines.

Face to Face meetings





This is a system for victims of domestic abuse dial 999 and press 55 for help