

Coronavirus Service Status



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.

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

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 if required.

Improvement works

We're scaling back our maintenance improvement works but we will be finishing the work we've already started where we are able to.

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.

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.

Silent Solution system

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

Face to Face meetings

Cancelled - Now to be carried out over the phone

Our allocations - Finding a home

Suspended for the time being, emergency moves only.

Ending a tenancy

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

Communal services

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

Scam phone calls and text messages

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

Community activities

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

Getting support

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