



31 March 2020

Thank you!

We know many of you are worried around the uncertainty for us all at the moment, but we couldn't be prouder of our staff, customers, communities and business partners who are pulling together to help out where they can. We want to share the [support available in your community](#) and to also give a huge thank you to the [businesses offering assistance](#).

Feel good tips

Don't forget to look after yourself and exercise every day. There are lots of exercise tips and classes online but there are [simple things you can do](#) every day to keep you moving and active.

If you are looking for extra ideas of fun things to do, especially if you are looking after children, have a look at East Ayrshires Vibrant Communities on [Facebook](#) and [Twitter](#) for interesting ideas.

More information

Please keep an eye [on our website](#) for updates and useful links or follow us on Facebook and Twitter.

Service Update – We're here to help you!

Just give us a call on 01290 421130

Whilst the office is closed, our wonderful Staff are all working remotely to help you access the essential services you need. Many of you will have received a checking-in call from a member of the Team or a text to see if there's anything we can do to help. I know many of you appreciate this and we'll continue to offer this support.

Remember, the small things matter, so if there is anything we can help you with, please just give us call and we will do our best to help.

Essential or Emergency Repairs

We are working hard to ensure we can continue to deliver essential repairs, where it is safe to do so. What we mean by this is, **emergency property** repairs, **emergency gas** repairs and **gas safety checks** to keep you and your home safe.



In line with UK and Scottish Government guidance, to reduce the spread of the virus, we will suspend delivery of the following services:

- All Non-Essential Work – we will schedule these repairs for a later date, including requests for Care & Repair services
- Planned Improvement work including, re-roofing, re-wires, external rendering, central heating replacement is suspended until construction restrictions are removed.

If an essential repair is booked, please be at home for the contractor.

Please be aware of bogus or cold callers, always ask for Identification before allowing anyone into your home. If you have any concerns, please report these to the Police on 101. We are specifically not continuing with asbestos checks, re-wires or energy assessments during this time.

Benefits advice and access to help for Rent Payments

Please call us if you are struggling to pay your rent as a result of the COVID crisis. Our team will help you access the financial help you may be entitled to, which may also help with housing costs.

Direct debits and standing orders will continue automatically. You can pay your rent using the AllPay website at www.allpayments.net or by using the Allpay mobile app available on Apple and Android. To do this need, you need to have the number on your rent card. If you do not have access to this, please telephone the office and we can help you with this.

We will arrange to issue your next rent statement when normal business resumes.

Allocations – All new allocations are suspended. We will assist our Council colleagues with emergency housing provision during the crisis.

Please take care and look after yourself, your family, friends and neighbours.

Thank you for your patience and understanding. Look out for more updates

Email: info@shirehousing.com

Facebook: Shire Housing Association

Twitter: @Shire_HA

Other Useful links

- [Scottish Government – Coronavirus: Letter from Housing Minister to RSLs and Local Authorities](#)
- [Scottish Housing News – advice for tenants](#)

