



24 March 2020

These are very difficult times for all of us and we want to give you an update on how we can help you.

Whilst the office is physically closed, we are all working remotely and trying to continue with services as best we can. Occasionally we are experiencing problems with phone connections. If you experience a problem please call back.

## **Repairs**

We are working hard to ensure we are able to deliver **critical** services such as **emergency property** repairs, **emergency gas** repairs, gas safety checks and planned maintenance works that are in progress or have been arranged.

To reduce the spread of the virus, we will suspend delivery of the following services:

- non-emergency repairs. Any non-emergency repairs reported will be logged and we hope to be able to schedule those as soon as possible when the office re-opens.
- planned maintenance works that have not been arranged or started.

If an emergency repair has been scheduled, please make sure you are at home to accept the contractor.

Please be aware of cold callers. We are specifically not continuing with asbestos checks or electrical rewires of our properties.

## **Benefits advice**

The team continue to be able to assist you with benefits advice. If your circumstances or income has changed, you may now be eligible to claim Universal Credit. This can also help to pay your housing costs. Please phone the office for assistance.

## **Allocations**

At this time we are unable to re-let any properties. If you have been allocated a property, this will take effect when it is safe to do so. We appreciate your understanding.

## **Rent Payments**

Direct debits and standing orders will continue automatically.

You can make rent payments yourself using the AllPay website [www.allpayments.net](http://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 for the future.

## **Other assistance**

If there is anything else that we can help you with, please just phone the office during normal ours and we will do our best to assist.

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

Thank you for your patience and understanding

Further updates will be provided via our website and social media.

**Telephone: 01290 421130**

**Email: [info@shirehousing.com](mailto:info@shirehousing.com)**

**Facebook: Shire Housing Association**

**Twitter: @Shire\_HA**