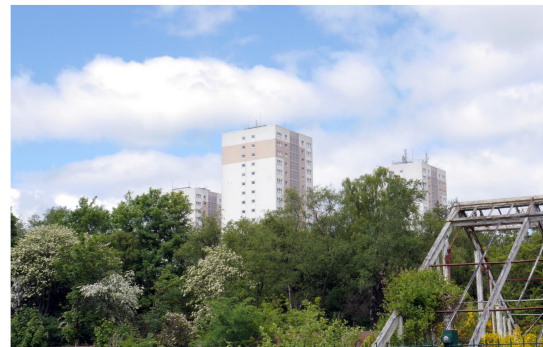




# ng homes Route Map out of Covid-19



# Our Covid-19 Response

As you will be aware, Covid-19 has meant significant changes to how we deliver our services to our customers since lockdown in March 2020.

It has been a difficult time for everyone and we thank you for your patience during such an uncertain time. However, with the current easing of restrictions we are now in a position to reintroduce some of our services. At the start of lockdown (Phase 1), we had staff working from home delivering an emergency service. We continued to have a limited concierge service in place who also took on the role of an emergency contact for all our tenants outwith office hours. We maintained our gas servicing, emergency repairs and continued to provide our money advice service provided by GEMAP over the phone. We contacted around 250 of our most vulnerable households every week and we also worked with partners in the community to deliver shopping and cooked meals to our tenants who were shielding.

During Phase 2, we started to reintroduce some services and we had staff working from home dealing with Arrears, Anti-Social Behaviour and Estate Management issues and we recommenced our Housing Options appointments over the phone, as well as maintaining our services to our most vulnerable households.

As we start to move through Phase 3, we have some staff back in our offices to deliver some services that we can't deliver from home, such as viewings and sign-ups. These services will be carried out adhering to social distancing guidelines and with the correct PPE. During this phase, we will not be opening our offices to our customers. Please be assured, that this is to ensure the safety of our staff and customers. We will, however, keep our website and twitter up-to-date with changes as they happen.

Attached is a route map of what we expect our services to look like during Phase 3 and Phase 4, but please be aware this may change due to changes in Scottish Government guidance.

If you have any queries or concerns regarding this, please contact us on 0141 560 6000 and we will be happy to answer them.

Take care and stay safe.

*Lynne Cooper*

**Director of Housing Services**

Service	Phase 3	Phase 4
Getting in touch with us	<p>As we enter Phase 3 of lockdown our offices will remain closed to the public and our staff will be mainly working from home. You will still be able to speak to our Housing Services and Factoring Teams over the phone.</p> <p>During Phase 3, we will start to recommence home visits for Arrears and Anti-Social Behaviour, while adhering to social distancing guidance.</p> <p>You can contact us Monday to Friday 9am-5pm on 0141 560 6000.</p>	<p>We anticipate that we will begin to open our offices during Phase 4, depending on Scottish Government guidance.</p> <p>This service will operate on an appointment only basis to ensure our offices do not become overcrowded. We will provide further information on this, as soon as it is available.</p>

Service	Phase 3	Phase 4
Repairs and Maintenance	<p>We will be continuing with our emergency life and limb service, however during Phase 3 we will start to introduce urgent and routine repairs as well as disabled adaptations.</p> <p>We will also recommence our external works, i.e. roof and gutter maintenance.</p>	<p>We will be working on emergency, urgent and routine repairs, as well as our cyclical maintenance programme.</p>
Investment Works	<p>During Phase 3, we will not be carrying out any investment works in tenant's homes.</p> <p>Work on our new build site will be undertaken in such a way as to ensure social distancing between site operatives.</p> <p>In existing buildings, works will be undertaken to roofs, external areas, communal areas and void properties.</p> <p>Staff will be issued with appropriate PPE and will undergo site inductions with contractors prior to entering sites.</p>	<p>We will commence work in tenant's homes in line with Scottish Government guidance. Work will be undertaken with appropriate social distancing measures to ensure the health and safety of tenants, staff and site operatives at all times.</p>
Moving to a New House	<p>The Scottish Government guidance has changed and restrictions on house moves have been lifted.</p> <p>During Phase 3, we will reintroduce viewings and sign-ups and we will restart our End of Tenancy Inspections.</p>	<p>We will restart our New Tenant Visits which will take place 4-6 weeks after keys are issued.</p>

Service	Phase 3	Phase 4
Concierge Services	<p>Our Concierge Service will be delivering a full service and will continue to assist our tenants where possible, while observing social distancing guidelines.</p>	<p>As Phase 3.</p>
Landscape Maintenance/ Estate Services	<p>Our Landscape Maintenance and back court teams will be delivering a full service. Except for pulling through bulk, as this is currently a service that Glasgow City Council have suspended.</p> <p><b>Tenants and owners should not put out bulk as it will not be lifted.</b></p>	<p>Our Housing Officers will recommence full estate and close inspections.</p>
Community Regeneration Services	<p>Our community activities have been suspended due to Covid-19.</p> <p>We will continue to work in line with Scottish Government guidelines to introduce some activities following appropriate social distancing measures.</p> <p>This may include outdoor activities/use of transport to participate in activities for smaller groups of people.</p> <p>We will keep tenants updated via our website/social media platforms and telephone calls.</p>	<p>We anticipate some community activities taking place during Phase 4 (indoor and outdoor) with social distancing in place and following Scottish Government guidelines.</p> <p>Groups will be held with smaller numbers attending to ensure compliance.</p> <p>This would include activities for children/young people/older adults and cultural groups.</p> <p>Group sessions will be held for smaller numbers. This may include outdoor activities/use of transport to allow for smaller groups to participate in activities.</p>

# Safety Measures

The Association is a member of EVH (Employers in Voluntary Housing), which is an organisation that provides support and advice to over 100 Housing Associations across Scotland. EVH members have been issued with guidance on safety measures relating to Covid-19. The guidance, detailed below, provides helpful information for tenants and service users on what to expect if we need to visit your home and simple steps you can take to help us do so safely.

## COVID-19

### Safety Measures

This is a short message to explain how we are working to ensure we can enter your home (or other place you spend your day) safely whenever we need to do so in order to provide you with our services.

To help us prepare for our visit there are a few **simple questions** our staff will ask **before** coming to see you:

## COVID-19

### Safety Measures

- 1 Are you or any members of your family displaying symptoms of Coronavirus, such as high temperature, new and near persistent cough, or loss of taste or smell?**



- 2 Are you or any of your family considered vulnerable or have you been self-isolating?**



- 3 Are you happy for us to enter your home and do you understand that we may need further access within it?**

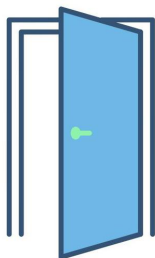


It is important that you remember to inform us of any change in circumstances before the date we are coming to see you.

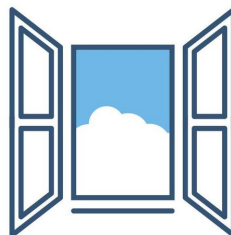
## COVID-19 Safety Measures

**Before** our staff member enters your home there are some **simple steps** you can take to help us do so safely. **If possible, please:**

- 1** Leave all internal doors open



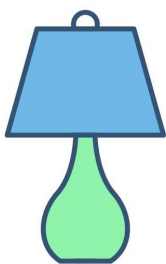
- 2** Leave windows open for ventilation



- 3** Keep clear pathways within the home, and free of any obstructions



- 4** Keep all areas well-lit and open window coverings



- 5** Where possible other occupants of the house should vacate the property and stay together in one area such as the driveway or garden or, congregate in one other room



- 6** Shut pets away safely within another room



Our staff have received training on how to conduct their business safely whilst within your home and will take the following steps to ensure everyone's safety.

## COVID-19

### Safety Measures

## 8 simple steps our staff always take to ensure everyone's safety

## COVID-19

### Safety Measures

- 1** At all times, our staff will ask questions from a safe distance and where possible will do this from outside of the property.



- 2** Our staff will wash or sanitise their hands before and after every home they visit.



- 3** Our staff may wear a fresh pair of disposable gloves at each home they visit. They will dispose of used gloves safely without compromising you.



- 4** Similarly, where required, staff may wear a fresh face covering at each home they visit. They will dispose of these safely without compromising you.



- 5** Any equipment our staff may use will be disinfected before and after each use.



- 6** To minimise the time we spend within your home, we will try to complete our notes and forms outside of your property.



- 7** Our staff will take care to keep their own clothes clean during visits and will also wear fresh workwear daily.



- 8** Where we have to spend a long time (or stay overnight) in your home, it may not be practical to stick rigidly to all of the above standards (for example keeping pets locked up overnight), but we will do all that we can to minimise risk to everyone within the home, including our own staff.



Thank you for considering this.

We are committed to providing a safe working environment for our people and for service users whose properties we may have to enter from time to time.

COVID-19

Safety Measures

### Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

#### FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work from home
- ✓ We have taken all reasonable steps to maintain a 2m distance in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to manage transmission risk

(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1047)

We are happy to confirm that we have complied with the government's guidance on managing the risk of Covid 19. This guidance is often referred to as "**Five Steps to Safer Working Together**". You may have seen this poster which explains the five steps.



supporting social employers

## Contact Us

Phone: 0141 560 6000  
Email: [info@nghomes.net](mailto:info@nghomes.net)  
Website: [www.nghomes.net](http://www.nghomes.net)  
Twitter: [@ng\\_homes](https://twitter.com/ng_homes)  
Media Centre: [www.mediacentre.nghomes.net](http://www.mediacentre.nghomes.net)

