

Covid 19: Update February 2021

The latest information on our services, including support available, and our response to Covid 19

1. Repairs and Maintenance: Reduced Service

With new variants of the virus in circulation and the ongoing high risk posed, we have made the decision to return to a reduced repairs service as operated during the first period of lockdown. At the present time we are only carrying out emergency or health and safety related works. We are sorry to have to do this and will resume the normal repairs and maintenance service as soon as it is appropriate to do so.

Maintenance works continuing to be carried out:

- Emergency repairs:
 - Electrical faults, fire or burst pipes
 - Serious leaks that would cause flooding or serious damage to the property
 - No heating or hot water
 - Dangerous structures
 - Blocked drains preventing sewerage from escaping
 - Complete power failure
 - Any other problem that causes your property to be unsafe or not secure and puts yours or others safety at serious risk
- Gas servicing's and testing's, including the current checks of gas fires
- Fire safety checks and tests
- Electrical safety testing
- Other health and safety checks and works
- Void (empty) property works

Maintenance works currently suspended:

- Non-emergency/routine repairs
- Planned maintenance works e.g. kitchen, bathroom and central heating upgrades, window replacements etc.
Planned maintenance works already started will be completed subject to your consent
- External decoration works

If you do have non- emergency repair work, please continue to report this. We will record any such work and issue a job order at a later date i.e. when it has been assessed as appropriate to ease the current measures.

Repairs should be reported by calling:

01900 602906 option 1.

If you are reporting an emergency repair out of office hours please call:

0151 343 2762

Operating the repairs service safely

All of our contractors are working to strict guidelines in line with industry and Health and Safety Executive (HSE) guidance and advice. This includes the wearing of Personal Protective Equipment (PPE), maintaining required distances, washing/sanitising of hands and checking occupants circumstances prior to entering to ensure no Covid related illness, potential illness or self-isolation.

If contractors are calling at your home please:

- Open doors and make a clear path to the area where the contractor will be working
- Open doors and windows to the room(s) being worked in
- Disinfect the area around where the contractor is working
- Wear a face mask
- Stay at least 2 metres away- preferably in a different room
- Do not provide drinks or food

Please let the contractor know if you are ill with Covid 19, have symptoms of the virus or are self- isolating. In this instance we will normally only enter your home to fix *risk to life* emergencies.

Gas Servicing:

It is very important that we continue to carry out the annual checks and servicing of gas heating systems and appliances. Please allow access so that the check and servicing can be completed, and we can confirm the safety of these appliances. Our contractors are taking all necessary precautions to ensure that they do not put you, or themselves, at risk. If you do have any concerns on this matter, please contact us.

Other health and safety checks:

We continue to do electrical safety checks and also fire safety checks in communal areas. As per gas servicing's please allow access for these checks in order that systems can be confirmed as safe. If you do have any concerns, please contact us.

2. Your welfare:

This is a difficult time which is having a serious impact on many people. If you are struggling with any aspect of managing the current situation and need further help or assistance, please speak to us. There is a vast range of support available and depending on your issue

we will either be able to help you directly, or to put you in touch with one of the many support groups available locally. If you would prefer to contact a support group directly useful contact numbers include:

Financial Help

Allerdale Citizens Advice: www.citizensadvice.org.uk or call 01900 604735.

West Cumbria Community Money Advice: www.wccma.co.uk

Community Food Projects

Moorclose Community Centre -Needham Drive, Workington, CA14 3SE

Contact: Facebook 'Moorclose Community Centre'

Help with Food

The North Lakes Foodbank can be contacted on 07502311452

operates across Allerdale at the following locations and times:

Maryport - St Mary's Church, Netherhall Corner, CA15 6LL - Tues/Thurs 12pm - 2pm and Fri 4pm - 6pm.

Cockermouth - Lorton Street Methodist Church, CA13 9RH - Tues/Wed/Thurs 10am- 12pm

Workington - Bridge Centre, Central Square, CA14 3BG - Mon/Wed/Fri 12pm - 2pm

Wigton - Cornerstone Methodist Church, 50 High Street, CA7 9PG - Tues/Fri 10am- 12pm

3. Rent Payments

Rent payments still need to be made as normal and we continue to monitor rent accounts and follow up where rent is owed.

We understand that because of current circumstances meeting your rent obligations in full may be difficult. If your financial situation has become more difficult please speak to us as soon as possible. We can provide advice and assistance e.g. with claiming universal credit or other benefits, or with other financial support that you may be able to get. We can put revised rent payment arrangements in place where this is needed.

To discuss a rent payment issue please call: 01900 602906 option 2.

Rent payments can be made as follows:

On our website www.westfieldha.org.uk

By phone – 01900 602906 option 2

By standing order

By direct debit

4. Lettings

We are continuing to let properties and to deal with housing enquiries and applications to move home.

If you are at risk of homelessness or need independent housing advice please call Allerdale Borough Council on: 0303 123 1702. Advice can also be provided by Citizen Advice Bureaus, Local Law Centres and Shelter.

5. Footsteps Nursery

The nursery is currently open. In order to run as safely as possible the number of children able to attend is slightly reduced and classrooms are operating on a bubble basis.

To contact the nursery please call: 01900 872011.

6. Further information

For any further information about Covid and the current service please contact us.

Please follow all government advice relating to coronavirus. Following this advice is critical to minimising the risk and resolving the issue as quickly as possible. If you need more information on this advice, please contact us.