

Covid 19: Update October 2021

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

1, Our Office

The office remains closed to the public. We are planning to re-open our reception late November/early December on a part time basis. We are creating a new entrance to the reception area and will re-open once this work is complete. We will confirm the opening date and new opening times once these have been agreed.

All staff are now based in the office for part of their working week (a level of remote working is continuing). Staff are also conducting a number of contacts with tenants and others in person, but in line with agreed precautions (e.g., social distancing, hygiene measures, ventilation of rooms etc.).

We have received some feedback that during Covid it has been more difficult contacting staff. We have aimed throughout to remain accessible/easily contactable and have recently increased our frontline staffing. However, if you have had problems contacting us, we would welcome any feedback with a view to making any necessary improvements.

2. Repairs and Maintenance

We continue to operate a normal repairs and maintenance service. The ordering of many repairs (non-emergency responsive repairs and planned maintenance repairs) was delayed last year due to Covid and we are still in the process of catching up on these. Problems obtaining some materials is causing some delays with works, including the fitting of new electric fires to replace gas fires in poor condition.

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

Please note that any gas related repair works can now be reported directly to the contractor, Sure Maintenance. The contact number for Sure is:

0800 0316578

This number is a freephone number and can also be used for out of hours emergency gas repairs.

Operating the repairs service safely

Although restrictions have been eased all contractors are continuing to work 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 a contractor calls 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:

Electrical safety checks and fire safety checks in communal areas are continuing as normal. 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.

3. Your welfare:

This continues to be 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 and 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

4. 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

5. 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.

6. Footsteps Nursery

The nursery is open and operating near to capacity. To run as safely as possible, the number of children able to attend is very slightly reduced and classrooms are continuing to operate on a bubble basis. Child drop offs and collections continue to take place at the external entrances.

To contact the nursery please call: 01900 872011.

7. 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, or any other matters relating to Covid please contact us.