

31 March 2020

«Envelope»
«Flat_No»
«Street_No» «Street»
«Town»
«Post_Code»

Dear «Letter»

I am writing to update you on what Key is doing as a result of the Coronavirus (COVID-19) outbreak. We appreciate this is an uncertain time and I hope this letter is helpful in letting you know how we are responding.

As Key is also a provider of care services, these are seen as essential and our office will remain open, although our housing and maintenance staff will be working from home in the meantime. Phone calls, messages and emails being checked regularly and our contact details are

- 0141 342 1820 for Maintenance or e-mail maintenance@key.org.uk
- 0141 342 1810 for Housing or e-mail housing@key.org.uk

If you have an email address it would be really helpful if you could let us know it so we can use it for future communication. If you are happy to let us have this can you please let us know by emailing housing@key.org.uk providing your name, address and phone number.

Repairs

All calls and messages will be addressed during working hours (Monday to Friday, 9am – 5pm) and, as normal, you should refer to your emergency contractor's list if an emergency repair is required outside working hours or at the weekend. A copy of this list is on our website at www.key.org.uk

In the current circumstances we are prioritising critical services such as **emergency** repairs and gas safety servicing and our contractors are continuing to provide these services. Please contact our maintenance staff on 0141 342 1820 if you have an emergency repair in your home. Examples of these include:

- total loss of electrical power (not a power cut)
- total loss of heating/hot water
- burst water pipe/flooding
- blocked toilet (where there is only one in the property)
- blocked drain or serious leakage if there is a risk of flooding
- if you are locked out or the locks fail on your entrance door
- if your property is insecure following a break-in or windows are broken

When you contact us we will ask you some questions about your situation and whether you are self-isolating so that we can understand how best to protect you and your family, as well as anyone that attends your home.

We kindly ask you to minimise interaction with our tradespeople and/or staff if they visit your home. To keep our colleagues safe, we would ask that you stand at least two metres away where you can. All tradespeople will show you identification when they visit your home. Please view this from a distance, and once you are satisfied, leave our tradespeople to carry out their work. Upon completion of the job, the tradespeople will advise you they have finished and are leaving, and they will see themselves out. By following these steps, we want to reassure you that there is a low risk of infection from a visit by a contractor.

We are currently suspending the following services:

- Non-emergency repairs. Please continue to report these and we will schedule repair work as soon as possible.
- Planned works that have not been arranged or started
- Non-essential face-to-face meetings and appointments in your homes

Rent

If you need any help or advice with your rent or if you are worried about a change in circumstances due to loss of earnings, please contact us on 0141 342 1810. Please keep in touch with us if you are experiencing problems as this will allow us how to assist. As you will be aware all landlords have suspended any new evictions from social or private rented accommodation during the coronavirus crisis.

Advice/support and isolation

We anticipate there will be disruption for an extended period of time. If you have any concerns, or if you are concerned about a vulnerable neighbour, please contact us on 0141 342 1810 and we can also put you in touch with other organisations who can help.

I hope this is helpful at this stage. Please keep in touch with us and we all pass on our best wishes at this challenging time.

Yours sincerely



Gordon Anderson
Head of Housing