



The following guidance has been issued for local authorities and other stakeholders that we work with to demonstrate all measures we have put in place to deal and mitigate the COVID-19 virus.

The document is a working tool and will be subject to change and alterations based on announcements and guidelines provided by the UK Government and UK National Health Service.

Continuity of our Service

Our Housing Officers will operate based on the following criterion in these difficult times:

- Available on the phone to provide guidance and signpost to NHS guidelines. The Service User may already have some of this information from the host local authority and or support service
- Available to visit property for inspection and or maintenance if it falls into Category 1 or 2 according to their (Service User) designated Housing Officer subject to checks to ensure its safe to do so
- Our Housing Officers will ensure a telephone translation service is provided if required to help Service Users understand matters relating to COVID-19, again beyond any information/translation provided by the host local authority and or support staff

Property Inspections and Maintenance

With immediate effect, All routine property inspections and maintenance are **SUSPENDED** until further notice.

Only property inspections and maintenance, identified as **Category 1** and **Category 2**, will take place, subject to the guidance issued originally by me last week, which is attached for your information.

Void Turn Around

Void turn around will still take place as per normal operation procedure by the designated housing officers.

Service User Move-In

ALL service user move-in will be conducted via key boxes located at the property. The communication with the service user will be via phone.

Precautions to minimise COVID-19 virus transmission

We have issued guidance to all members of our staff with the following best practise measures to help minimise COVID-19 virus from spreading.

General.

- Carry gloves when visiting properties and or meeting tenants
- Avoid shaking hands
- Carry and use hand sanitisers
- Wash hands more before and after any property visits or engagement with a tenant
- Wash hands before and after eating, sneezing, using toilet/bathroom, coughing or when you have physically been in contact with someone
- Follow other basic guidelines provided on the NHS website for COVID-19

If visiting tenants.

- Please call to establish if they are in good health for you to make the visit i.e., they are not suffering from symptoms of COVID-19 (a cough, a high temperature, shortness of breath)
- Please call to establish if they have been travelling recently, and if so, which countries?
- If a tenant cannot be reached on the phone, please establish the above point at the entrance of the property and do not enter if you have any concerns
- Wear protective gloves whilst in the property and engaged with the tenant and dispose correctly after each visit
- Use hand sanitiser before entering the property and after leaving the property

If you feel unwell i.e. displaying any of the symptoms of COVID-19 (a cough, a high temperature, shortness of breath):

- Call 111 and follow guidelines set out by the NHS
- Inform your direct manager or the office
- **DO NOT** go to work until further guidance is issued from head office

If you suspect a tenant may have COVID-19:

- Let the tenant know that you are seeking guidance to help
- Advise them to call NHS on 111
- Immediately remove yourself from the vicinity (safely and with due care)
- Once in a safe environment, wash your hands with water or use the hand sanitiser
- Immediately call the office for guidance