

27 March 2020

UPDATE 27 March 2020

Coronavirus – Covid-19

We have detailed below the latest information on how we are managing Covid 19.

Office

- The office reception is closed. Staff are working, communicating by telephone and email. Only essential home visits will be carried out
- We rely on you to tell us if anyone in your household is showing symptoms or suffering from the effects of the virus. We will record your isolation and when the isolation will end. Whilst you are in isolation we will not send staff or tradesmen to your house
- If you want to post documents for us, the letterbox is at back door (car park area)

Support Services

- Patrick Hannon (Welfare Benefits Advisor) and Maureen McGowan (Financial Capability Officer) are working but will communicate by telephone and email from the GEMAP office
- Geraldine Burgess (Tenancy Support Officer) is working from the Hub on Roystonhill

Rent

- If your income is affected you should contact DWP. You can apply for Universal Credit online at <https://www.gov.uk/universal-credit>. If your income is affected and you receive Housing Benefit let us know. You can phone us or email angela@blochairn.org
- If rent arrears are due to the Coronavirus affecting your income we will agree a reasonable plan with you when the situation is back to normal. But speak to us now if you are affected

Glasgow City Council Bulk Uplift & Refuse Collection

- Bulk Uplift is suspended. Do not put bulk items out until the Council reinstates its service. Keep your items in your home if you can. Otherwise put them neatly at the bin store. Check regularly to make sure your items are not causing any problems for your neighbours
- **If you have already put bulk items on the pavement please remove them back to your house or put them neatly at the bin store**
- The collection of other refuse will continue as normal at the moment

Repairs and Maintenance

- Our contractors will deal with emergency jobs only. Non-emergency repairs are suspended
- If a contractor comes to your home please respect the fact that he or she must exercise 'social distancing' and may wear protective clothing and need to be 2 metres from anyone in the house

Scottish Government

- Please follow the guidance and advice issued by the Scottish Government. You can also check the NHS Inform web site at <https://www.nhsinform.scot/>
 - ✓ The toddlers' play area at Blochairn Place is now closed
 - ✓ only your household should be in your house
 - ✓ do not gather in groups of more than two people
 - ✓ Police in Scotland are advising people just now but will move to act soon, possibly with fines, as is happening in England. If you have concerns please call Police on 101

Web Site & Facebook Page

- Please check our web site (<https://blochairn.org/>) and Facebook page (<https://www.facebook.com/>) regularly for information updates

Royston Community Resilience

- Blochairn, Copperworks and Spire View, have met with other organisations and will put something in place from next week to support vulnerable residents and families
- Food parcels and, possibly, hot food will be delivered by volunteers. Prescriptions will be collected
- Royston is resilient, with great community spirit. Residents will rally round and support family, friends and neighbours. Several residents have already volunteered. If you need help or want to know more please contact your housing association

If you have any questions, please give us a call or send us an email to michael@blochairn.org.

Meantime, thank you for your co-operation at this difficult time.

Yours sincerely



Michael Carberry
DIRECTOR