

29 May 2020

Coronavirus – Covid-19 - Update

Scottish Government

- Please follow the guidance and advice issued by the Scottish Government. See <https://www.gov.scot/collections/coronavirus-covid-19-guidance>
- You can also check the NHS Inform web site at <https://www.nhsinform.scot>
- The **Routemap** showing how lockdown restrictions will be eased are at <https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making-scotlands-route-map-through-out-crisis/>. See pages 37 – 45 for the chart.

Office

- We are within Phase 3 of the **Routemap** which means the office might reopen on 13 July
- Our staff have been working throughout lockdown, communicating by telephone and email, and trying to have 2 people in the office each day. Only essential home visits will be carried out
- We cannot deal with situations as we normally would. All other organisations that we work with are closed or working in a limited capacity. Please bear with us
- Try to keep your stairs, close and bin store as neat, clean and tidy as you can. Wipe down surfaces regularly and wash your hands often
- Tell us if anyone in your household is showing symptoms or suffering from the effects of Covid 19. 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 on line 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 service is reinstated. Keep items in your home if you can. Or put them neatly at the bin store. Check regularly to make sure they are not causing problems for your neighbours
- If you have already put bulk items on the pavement please move them back to your house or put them neatly at the bin store
- Make sure you put refuse directly into the bins. Do not leave anything lying around that will attract rats. Don't ask small children to take out the refuse if they will struggle to get bins open and closed.

- It is important that refuse is disposed of carefully and that rats are not offered a food source

Repairs and Maintenance

- We don't know when tradesmen will be allowed to work in occupied houses. We await further guidance from the Scottish Government
- Meantime, we will only deal with emergency jobs. Non-emergency repairs are suspended
- If a contractor comes to your home he/she must exercise 'social distancing' and may wear protective clothing and will need to be 2 metres from anyone in the house

Web Site & Facebook Page

- Our web site (<https://blochairn.org/>) and Facebook page (<https://www.facebook.com/>) have regular information updates. You will also find other news on our Facebook page, as well as, general information, humour, etc. Why not 'Like' and 'Follow' our page?
- We have an App for mobile phones. It is operational for android phones and will be operational for iPhones soon. (If you're technically minded you can probably get it on your iPhone!)

Royston Coronavirus Response Group

- The Group was quickly formed in March before 'lockdown' to maintain communications between local housing associations and other community owned organisations in the area and to provide support to vulnerable residents and families
- Operating out of the Community Hub at the Spire in Roystonhill, there are over 200 food parcels being delivered every week and 35 hot meals being delivered each day by local volunteers
- Royston is resilient, with great community spirit. Residents have rallied round to support family, friends and neighbours. If you need help or want to know more please contact your housing association. See Evening Times article <https://www.glasgowtimes.co.uk/news/18469429.key-worker-heroes-royston-covid-response-group/>

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

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