

Covid-19/Coronavirus

Update following the Scottish Government announcement on 5 January 2021

Scottish Government

- Please follow the guidance and advice issued by the Scottish Government. See <https://www.gov.scot/coronavirus-covid-19/>. You can also check the NHS Inform web site at <https://www.nhsinform.scot/>

Office Services

- Our office is not open to the public
- If you need to speak to us please telephone 553 1601 or email us
- Please do not come to the office staff entrance (back door). We cannot open the door to discuss business at the door
- Some staff may be working in the office with others working from home
- Some things will take longer to deal with and there may be some issues that we cannot deal with until after lockdown is lifted
- Other organisations are also in lockdown so we cannot help with situations we might normally try to help with. For example, we have no control or influence over Glasgow City Council departments, such as, cleansing and bin collection
- We will only carry out essential home visits, using appropriate Personal Protection Equipment (PPE) and with social distancing
- If staff are out of the office they are carrying out essential visits or duties. Please do not ask them to engage in discussion with you. Please keep a safe distance (2 metres) from them. This is to protect them and to protect you and your family
- Tell us if anyone in your household is showing symptoms or suffering from the effects of Covid 19. If you are in isolation we will not send staff or tradesmen to your house
- You can post documents for us through our letterbox at the office staff entrance
- Whilst we are unable to carry out normal Estate Management visits please try to keep stairs, closes and bin stores as neat, clean and tidy as possible

Repairs and Maintenance

- Only essential and emergency repairs are being carried out
- If a contractor comes to your home he/she must exercise 'social distancing' (2 metres) and wear PPE
- Please make sure that all members of your household members are aware of the need to exercise 'social distancing' from the contractor
- Not all contractors will be working at full capacity so repairs might take a little longer although we will try meet normal targets (emergency response – within 4 hours; routine repairs – within 5 working days)

Support Services

- Patrick Hannon (Welfare Benefits Advisor); Maureen McGowan (Financial Capability Officer) and Geraldine Burgess (Tenancy Support Officer) are working but will communicate with residents by telephone and email

Rent

- Rather than paying your rent at a shop or post office you might prefer to pay by going on line to www.allpayments.net; by downloading the 'ALLPAY' App or by phoning 0844 557 8321
- Information is available on the Blochairn web site on the 'Make a Payment' button
- You can download the Blochairn App to your mobile phone
- 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

- The Council's Bulk Uplift is suspended
- We have employed Clyde Valley Landscapes Ltd to collect bulk from the pavement outside your property on Wednesday mornings. You can put items out from Tuesday evenings. Please do not put items out on any other times
- Blochairn Place residents can place bulk items in the bin stores
- Regularly check that your items are not causing problems for your neighbours
- Make sure you put normal 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 cannot get bins open and closed
- If you can, you might want to take bulk items direct to the Council Recycling Depot. See details at: <https://www.glasgow.gov.uk/recycling>

Web Site & Facebook Page

- See <https://blochairn.org/> and <https://www.facebook.com/blochairnha> for regular information updates
- You will also find other news on our Facebook page, as well as, general information, humour, etc. and you can 'Like' and 'Follow' our page?
- You can also download the Blochairn App to your mobile phone

Email addresses

- General administration – admin@blochairn.org
- Michael Carberry (Director) – michael@blochairn.org
- Angela MacDonald (Housing Services Officer) – angela@blochairn.org
- Danielle Murphy (Housing Services Assistant) – danielle@blochairn.org
- Carol Niven (Finance Assistant) – carol@blochairn.org

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.

6 January 2021