

# UPDATED INFORMATION FOR TENANTS



## ROUTINE REPAIRS AND MAINTENANCE WORKS

From Monday 22 June, we moved into Phase 2 of the Scottish Government route map and have been able to further ease some of our restrictions on routine repairs and maintenance works.

Until now Williamsburgh Housing Association and our sub-contractors have been carrying out emergency and urgent repairs only. The Association is now able to work through the backlog of routine repairs reported to us.

If you have reported a routine repair to us, an Everwarm repairs administrator will contact you in the coming weeks to arrange an appointment. As you can appreciate, this is going to take some time and, whilst working through the backlog, we will continue to only process new emergency and urgent repairs.

You can report a repair on <https://williamsburghha.co.uk/maintenance/report-a-repair/> or by calling 0141 847 6388.

We will provide progress updates in the coming weeks. Thank you for your patience and understanding.

### WHEN REPORTING ANY REPAIR

If you have previously reported a repair, or if you are reporting a repair for the first time, you will be asked by the repairs administrators to confirm:

- no one in your home is isolating due to Covid-19 symptoms, is shielding or is in any of the vulnerable categories. Your response will determine if/when your repair can take place and the staff will explain this to you during the call; and
- you agree to have our operatives working in your home. If you don't agree, we will ask you to call back when you are happy for the repair to take place.

### WHAT YOU NEED TO DO

When our operatives are working in your home, everyone in the household must:

- stay in another room from the operative for the duration of the visit; or
- if this is not possible, for example if you and the operative need to discuss the purpose of the visit, this must be done from a minimum of 2m distance and for as short a time as possible.

### WHAT WE WILL DO

While our operatives are in your property, they will:

- practice good hand hygiene and wear appropriate PPE (personal protective equipment) if required;
- always maintain appropriate social distance; and
- clean down all areas where they have been working.