

From Tuesday 24th March 2020 we will be asking our GLH Resolve Solutions Operatives and our partnering Contractors to attend to **emergency repairs only** at this time.

An emergency repair is deemed as that which puts either the residents of the property of the integrity of the building at risk.

Our Repairs Helpdesk are still taking calls on 0300 003 7007 (Option 1) and will discuss with all callers the nature and urgency of the repairs being reported. Golden Lane Housing staff will make the decision to deploy in line with this above directive and based on advice from the caller. All non emergencies will be logged and revisited when we are able to return to normal service.

Examples of emergency repairs are:-

Total loss of heating, lighting or electrical failure

Blocked toilet when only 1 in the property

Gas leak

Water leak from plumbing system that can not be controlled.

Blocked drains

We would also ask you to please bear with us over the coming weeks as our building material supply chains are limited due to the government restrictions on businesses and trading. We are working with our suppliers to look at alternative ways of procuring materials during this time.

It is imperative at this time that we put the safety of our residents, staff and contractors at the forefront of all that we do. In order to be able to continue to operate our emergency repairs service, we need to ask for help from our residents and their Support Teams in providing us with up-to-date information regarding the health and welfare of those living in Golden Lane Housing properties. Our Helpdesk Team, Operatives and Contractors will be asking a series of questions regarding Covid-19 and the health and wellbeing of all residents and visitors to the properties we are attending. We ask that you are honest with us at this time so we can take the necessary measures to keep all parties safe.

Our operatives and contractors will take all necessary precautions with regards to cleanliness and safety when entering your home and we ask that you respectfully ensure that they are provided with a safe working distance of at least two meters (as per Government guidance) to allow them to complete their work in your home safely and swiftly. Where this protocol is not adhered to, our staff and contractors reserve the right to make safe and leave the premises until it is safe for them to return.

Thank you for your co-operation during this challenging time.