


Golden Lane Housing

working in partnership with menCap

Repairs and maintenance service during coronavirus (COVID-19)

About our service

This guide shows how we manage our repairs and maintenance service during the current coronavirus (COVID-19) pandemic. We have outlined the services you can expect to receive during the various tiers of lockdown.

Your safety and the safety of our staff and contractors is our priority and we will only undertake work where it is safe to do so.

Our contractors will carry out a risk assessment and will wear appropriate personal protective equipment before carrying out work.

We will ask you about your health and those in your household to find out if anyone has coronavirus (COVID-19) symptoms before we enter your home.



Lockdown

During a lockdown, we will:

- provide a 24-hour emergency repairs service
- carry out health and safety checks in accordance with Health and Safety Executive and government guidelines
- carry out inspections to your home in emergency situations
- carry out work on an empty property.

Tier 3: very high risk area

If your home is in a very high risk area, we will:

- carry out emergency repairs
- carry out health and safety checks in accordance with Health and Safety Executive and government guidelines
- carry out inspections to your home in emergency situations.

Tier 2: high risk area

If your home is in a high risk area, we will:

- carry out emergency and urgent repairs
- carry out health and safety checks in accordance with Health and Safety Executive and government guidelines
- carry out work on an empty property
- carry out external works
- carry out smaller adaptation works, for example fitting grabrails
- carry out planned work that takes 1 day to complete, for example a boiler replacement or shower installation.

Tier 1: medium risk area

Our repairs and maintenance service will be fully operational, and we will ensure that all services are provided in line with government guidance, such as social distancing and wearing personal protective equipment.

Get in touch

For more information, contact Golden Lane Housing:

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