



Golden Lane Housing

working in partnership with 

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 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.

Please continue to call all repairs through to our helpdesk on 0300 003 7007 or report them to repairs.glh@glh.org.uk as soon as you notice an issue. We will keep a record of this work and be in touch with an appointment when lockdown is lifted.

Get in touch

For more information, contact Golden Lane Housing:

0300 003 7007

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