

## Frequently Asked Questions for THA Tenants – Coronavirus

We have put together this series of questions and answers for people living at THA properties. There are some general questions and then a section specifically for our sheltered housing schemes. We will regularly update them as and when the situation develops further

- **Will emergency repairs still take place?**

Yes - we will continue to provide an emergency repairs service, if there is a situation that presents a serious risk to health and safety, such as no hot or cold water, or electrical failure. We will also continue to repair fire alarms and emergency lighting systems where possible.

- **Will my Gas Safety check take place?**

If your gas safety check falls due during this period we will endeavour to ensure that it is undertaken during the usual way. However this is subject to contractor availability and whether someone in your household has Covid-19. We will liaise with individual households regarding their checks.

- **What about other repairs?**

We will continue to record any repair reports in the usual way but are not able to respond within our usual targets. As the situation changes you will be contacted to advise when your repair will be completed. If however the repair problem you have reported escalates please contact us

- **What about my rent payments?**

You should continue to pay your rent in the usual way but if you pay by cheque, do not post these to us as our post is disrupted. We are investigating alternative payment options via Allpay online or via an app – details will be posted here when this is available. Please contact your Housing Manager if you have any queries or concerns about your rent payments during this period

## Sheltered Housing Tenants

- **Are there any restrictions in place around friends and relatives visiting my sheltered housing scheme?**

In line with government advice about shielding groups at a higher risk from Coronavirus, friends and relatives should not to visit unless delivering essential items to you such as shopping or prescriptions

- **Will my carer still be able to come to the property?**

Yes. If you have a carer, they should continue their visits as normal. If your normal carer fails to arrive please contact your Care Provider or Scheme Manager who can alert the care agency and the local authority safeguarding team.

- **Can I use the communal areas, such as the lounge and gardens during the 12 week isolation period?**

No, you may not use our communal lounges during this period and we have taken the decision to close off or restrict access to communal lounges and dining rooms across all of our schemes at this time. We have done this as we want to support the government advice about social distancing to keep people safe.

You may sit in the gardens but maintain the recommended distance of 2 metres from others and no more than 2 people together.

We ask that if you use the communal laundry – only one person enters at a time

- **If people at my scheme are self-isolating, can I still come and go as I please?**

Our priority is to keep residents safe and well. Government advice is that those over 70 and with the most serious health conditions should be largely shielded from social contact for 12 weeks. If you are under 70, fit and well we would encourage you to support other residents who may need help but please follow the **latest Government instructions** and stay home unless you are collecting shopping or taking exercise once a day.

- **Will emergency repairs still take place?**

Yes - we will continue to provide an emergency repairs service, if there is a situation that presents a serious risk to health and safety, such as no hot or cold water, or electrical failure. We will also continue to repair the Emergency Call system, fire alarms, emergency lighting systems, lift and gas safety inspections where possible.