

## Frequently Asked Questions for THA Tenants – Covid-19

**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 tenants. We will regularly update these FAQ's as and when the situation develops.**

- **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, fire alarms and undertake lift and gas safety inspections where possible.

- **What about other repairs?**

We will endeavour to undertake routine repairs where access is available but we may not be 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

- **Will my Gas Safety check and Electrical Safety survey take place?**

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

- **What about my rent payments?**

Tenants should continue to pay their rent as a priority debt and notify their Housing Manager if they are (or are likely to) encounter any problems in making their required rent payments. Staff are here to offer support and guidance at this time and can assist and advise tenants who are experiencing difficulties.

- **Can I create a support bubble?**

Adults living alone or single parents living with children under the age of 18 can form a bubble with one other household which means they will effectively be treated as a single household for the purpose of the lockdown rules. They can visit each other's homes and stay overnight if they want. They will not have to observe the two-metre social distancing rule.

### **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 Covid-19, friends and relatives should not visit unless delivering essential items to you such as shopping or prescriptions.

As noted previously, an adult living alone may form a bubble with one other household. Whilst you are permitted to visit each other's properties, sheltered tenants are reminded that Guest Rooms remain closed at this time and overnight stays at your own property should be avoided.

- **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?**

Yes. Our communal lounges have re-opened at all schemes except The Dene which remains closed. Lounges are for the use of tenants only and they should not be used to entertain visitors from outside of the scheme. Social distancing guidelines should be observed when using the lounges and we encourage tenants to wipe down surfaces they will come into contact with using anti-bacterial spray both before and after using the lounge. We are not re-introducing communal activities at this time.

Tenants may now have friends and family visit them in the garden providing they are all from the same household and the group number does not exceed six people. You should continue to observe current social distancing guidelines. We would also ask that tenants who use the gardens do so with consideration for their neighbours, staying away from tenants windows and clearing away any rubbish when they leave. Tenants should also wipe down garden furniture they use both before and after they use it.

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.