

## 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 schemes.

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

Yes - we 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 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. If any delay is anticipated you will be contacted to advise when your repair will be completed. If in the meantime however, if the repair problem you have reported escalates please contact us

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

We will endeavour to ensure that gas safety checks and electrical safety surveys are 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 checks and remind you that these are essential to ensure safety.

- **What about my rent payments?**

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

## Sheltered Housing Tenants

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

While friends and family are welcome to visit, please ensure that any government guidance in place, including any local restrictions, which may vary from time to time are followed. Unfortunately our guest rooms remain closed until further notice.

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

Yes. If you have a carer, they should continue their visits as normal.

- **Can I use the communal areas, such as the lounge and gardens?**

Yes. Our communal lounges have re-opened at all schemes and are available for use subject to any local restrictions which are introduced from time to time such as at Queen Mother Court in Birmingham. Lounges are for the use of tenants only and should not be used to entertain visitors from outside of the scheme. Social distancing guidelines should be observed when using the lounges.

You may have visitors in the communal garden or your flat providing the numbers do 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.

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?**

Yes – unless you have been in close contact or are symptomatic of Covid-19 in which case you should isolate and seek advice from the NHS.

Our priority is to keep residents safe and well and we urge you to follow Government advice at all times.

**If you have any particular or individual concerns please do not hesitate to contact us.**