

COVID-19 - Your health and wellbeing are our main priority updated 19.3.20

We are closely monitoring the development of Coronavirus across our communities and the impact this may have on our tenants and customers.

We want to reassure you that we are following the latest guidance from Government, the Chief Medical Officer and Public Health England to ensure we operate safely.

Effective from 23 March 2020 until further notice, the following changes to the way we work applies:

- Our head office is closed to visitors but you can still access our services and get in touch. We can be contacted via telephone and through the website on-line chat facility 8.15am-5.00pm Monday to Friday. Our emergency telephone is available at all other times 0800 5874538.
- Our community buildings including Foundations at Shildon and the Ark in Newton Aycliffe are closed.
- We are continuing to deliver our essential services by carrying out emergency and urgent repairs only. This includes gas servicing, other safety checks and those urgent repairs that will lead to an emergency if not dealt with. A list of emergency and urgent repairs is available at www.livin.co.uk).
- When visiting your home to carry out emergency/urgent repairs, if you are self-isolating operatives will until further notice wear additional personal protective equipment, and will ask you to unlock the door and remain in a separate room to where the repair needs to be done.
- In line with government advice to limit non-essential travel and interaction, we have limited face-to-face contact and moved primarily to digital methods of communication and telephone where possible. This includes telephone appointments with our Housing and Rent/Financial Wellbeing teams.
- We are undertaking emergency lettings for those customers who are homeless, statutorily overcrowded and in insecure accommodation.
- We are still accepting keys through the post with a signed notice of termination. We encourage tenants planning to terminate their tenancy to contact us through our usual channels.
- Our planned works to homes are postponed until a safer time.

More information and regular updates on how we are delivering our Repairs, Housing and Rent/Financial Wellbeing services during the coming weeks will be posted here.

If we need to meet you to deliver our services we will ask if you:

- Have tested positive for the Coronavirus COVID-19
- Are currently self-isolating
- Are showing symptoms of coronavirus, such as a new, continuous cough or high temperature

We are encouraging all tenants and customers to check the latest advice from Government, the Chief Medical Officer and Public Health England.

Please be assured we are working hard to ensure we continue to provide you with our vital services whilst also playing our part in a collective effort to protect public health and wellbeing.