

To All Rosehill Housing Co-operative Tenants

Dear Tenant,

Following the Government's and NHS officials' advice regarding the Coronavirus (Covid-19), we have been planning how we can continue to provide essential services to you as a tenant of Rosehill. The advice is to minimise the spread of the virus by minimising social contact with others.

Currently we are asking you not to visit the office unless it is absolutely necessary and only if you do not have any of the symptoms listed below. However, from Monday 23rd March our office will be **closed** to all visitors. You can contact us via telephone on 0141 881 0595 or email: admin@rosehillhousing.co.uk.

We will not be conducting any home visits unless it is in an emergency. Our repairs service will continue for the moment, however before a contractor or member of staff visits we will be contacting you to ask the following three questions.

1. Do you or any member of your household or visitors have any of these symptoms?
 - A new, continuous cough
 - A high temperature
2. Is anyone in your home self-isolating?
3. Do you want a member of staff or a contractor at your home?

If the answer is "yes" to questions 1 or 2 or "no" to question 3, our staff or contractor will not enter your home.

We have postponed all our planned and cyclical maintenance works. This includes the remedial works to windows and replacement radiators both in the Original Stock along with the upgrading of smoke detectors throughout our stock. All affected tenants will be notified when this work is due to resume.'

"A Community in Control"

We realise that this is a very worrying time, both emotionally and financially. If you feel that we can support you or you know of one of your neighbours who may need additional support over the coming weeks, please let us know and we will do everything we can to help. We have already contacted as many tenants over 70 years old as we could and we will continue to do this over the coming weeks.

As this is a rapidly changing situation, the senior staff and I are regularly reviewing our response to the outbreak in line with Government and health officials' advice.

We will update you of any changes to our service as soon as we can. If you have access to the internet, we would recommend that you regularly check our website www.rosehillhousing.co.uk for the latest information about our service provision.

Yours faithfully,

ROSEHILL HOUSING CO-OPERATIVE LIMITED

Gerri Mogan
Director

A handwritten signature in black ink, appearing to read 'Gerri Mogan', written over the printed name and title.