



Covid-19: Service Provision Update – 28th April 2021

Repairs Service

With the exception of emergency repairs, all other repairs were suspended from 26th December. However we have now been able to resume day-to-day repairs prioritising cancelled and backlog repairs. As such, repairs may take a little longer than normal to complete, so we would appreciate your patience as we bring this service back on stream.

We want to assure you of the steps we are taking to keep you safe when our contractors, and in time our staff, have to access your home. We have produced a [short information video](#) which we hope you will find useful. It is also available as a [pdf file](#).

Gas Servicing

Due to the importance of the annual gas service, we worked closely with our contractor to ensure we continued to carry out these services throughout the restrictions. If you are due your annual gas service please remember to give our contractor access.

Cyclical Maintenance

We have been gradually allowing a number of contractors to resume cyclical activities throughout our developments. Gutter cleaning has now recommenced and we are currently reviewing the external painter work.

We have also recommenced work that is necessary to keep tenants safe within their homes. This includes:

- Replacement and Upgraded Smoke Detectors
- Periodic Electrical Inspections

You will be contacted by C2C in advance to arrange access to your home should this be necessary.

Planned Works

Works due to be carried out include replacement radiators throughout the Original Stock along with kitchen and boiler replacements at Rosehill Cottages and Darvel Street developments, we look to have both contracts commence in the coming months.

We apologise for this delay due to these unprecedented times and will provide further information regarding these contracts as soon as it is available.

Office Service

Our staff team will be returning to part-time office working (2 days a week) from 4th May and will continue to work from home for the rest of the time. However, our office will remain closed to all visitors for a while yet but we do hope, in the near future, to be able to offer our tenants and other customers appointments for coming into the office to see particular staff members. To ensure the ongoing safety of our tenants and our staff, Covid-19 measures are in place, which must be strictly followed, when anyone comes into our office. We hope that as the Scottish Government's plans for coming out of lockdown continue to be rolled out, we will be able to continue with our plans for resuming normal service.