

25th March 2020

To All Rosehill Housing Co-operative Tenants

Dear Tenant,

Changes to our service due to the Coronavirus

This is the latest update on changes to our service provision in response to the challenges presented by the virus and taking account of current Government advice.

Our Office

I would confirm that our office is now closed until further notice. We will still be able to take phone calls and respond to emails. If phoning, we would ask for your patience as we try to deal with your call as soon as possible.

Rent and Welfare Rights Advice

We fully appreciate this is a worrying time for everyone and that for some of you this will be compounded by financial worries. At this time, and unless the Government announces otherwise, we will not be applying an automatic rent holiday period. We are committed to being responsive to the needs of our tenants who are experiencing financial difficulties under the current circumstances and as such, we will consider this on a case by case basis. Our advice to you in relation to your rent remains as follows:

- If you will still have the financial means to pay your rent, then we strongly encourage you to do so, to prevent difficulties for yourself in the future.
- If you are going to be financially impacted during this challenging time e.g. losing your job, on zero hours contracts, having your working hours reduced, being sent home on unpaid leave, then please contact us and we will provide as much advice and assistance as we can. This will include providing advice on any Welfare Benefits which you may be entitled to.

We are here to help, so please get in touch.

"A Community in Control"

Repairs Service and Gas Servicing

We have now moved to an emergency repairs service only for all of our tenants.

This will include:

- No Toilet Facilities
- No wash facilities
- Water penetration damaging electrical fittings
- Isolation of dangerous/faulty electrical items
- **FULL** Central Heating breakdowns (Electrical or Gas)
- Serious Concern for tenants/ occupants welfare

Due to the importance of the annual gas service, we are working closely with our contractors to ensure we can continue to carry out these services for as long as possible.

If you or a member of your household has coronavirus or associated symptoms or are self-isolating, then you must let us know when reporting an emergency repair or arranging a gas service. We may need to consider an alternative means of assisting you.

Should a contractor be required to attend your home then please ensure that the government advice regarding social distancing is followed i.e. stay 2 metres (6ft) away from other people. The best option is to move to another room.

Glasgow City Council – Bulk Uplift

We previously advised you that the Council had announced that it was suspending bulk uplift from Monday 23rd March 2020 until further notice. This is to enable it to protect the delivery of essential services.

As we have now moved to an emergency repairs and maintenance service only, we are not able to provide any assistance with bulk uplift as we had originally hoped. Therefore, we would ask tenants not to put bulk rubbish outside until further notice.

Garden Maintenance and Assistance

Whilst you are being asked to maintain social distancing for as long as required, you are able to go into your own gardens. As such we are asking you to maintain your gardens as normal, as we move into the growing season.

As explained above as we have now moved to an emergency service only, we are not able to begin the garden assistance service from early April.

Impact on Service Provision

We have not taken any of the decisions to reduce service provision lightly but as we are all required to comply with Government advice/instruction, we are not able to keep Rosehill running as normal. We have a duty of care to you, our staff and contractors, and now more than ever it is important that we all keep safe and implement the necessary measures to achieve this.

Like everyone we are keen to return to normality and we are committed to resuming normal service as soon as we are able to, which will be dependent on Government advice.

Ongoing Updates

Any further updates will be posted on our website, as such we encourage you to check it regularly.

I hope that you and your family stay safe and well during this crisis. If you require any assistance from Rosehill please contact us and we will try to help in any way we can.

Yours sincerely

ROSEHILL HOUSING CO-OPERATIVE LIMITED

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