

## **Covid-19 virus (Coronavirus): update**

Willow Tree is continuing to operate as normally as possible, given recent Lockdown requirements as announced by PM Boris Johnson on 4<sup>th</sup> January 2021.

We must ensure that we adhere to the rules and follow the government guidance in order that we minimise risk to those we serve, our colleagues and the public. At the same time, we shall deliver a service to you with as little disruption or reduction as is possible. Please note therefore the following, which outlines our current position:

### **Repairs:**

Our repairs service is fully operational, please note however that there continue to be times when our contractors experience some problems acquiring materials due to disruptions in supply chains. We appreciate your patience where there are delays.

It is still of utmost importance that we follow safety protocols when undertaking works in your home, this means that our contractors will be wearing Personal Protective Equipment (PPE) and may limit their conversations with you as they work.

When an appointment is being arranged please ensure that you inform us if any of the following applies:

- You have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- You're waiting for a coronavirus test result
- You've tested positive for coronavirus – this means you have coronavirus
- You live with someone who has symptoms, is waiting for a test result or has tested positive
- Someone in your support bubble has symptoms, is waiting for a test result or has tested positive
- You have been told you were in contact with someone who has coronavirus by NHS Track and Trace Service.

### **Gas Safety Servicing:**

It remains a legal requirement that those with gas in their homes are subject to annual safety checks. Please ensure that you engage with us when we contact you in order to make these arrangements. Safety protocol as detailed above will be adhered to assuring that risks are minimised.

### **Payment of rent:**

If you are suffering financial hardship as a result of the Covid-19 virus, please ensure that you contact us as soon as possible. We can assist you in seeking support so that payments can be made to cover your rent payments. We do not want you to find yourself in a position where you have significant debt and are putting your tenancy at risk.

Please note that rent payments cannot be made over the phone to our staff. Please see our websites, South Western Housing tenants <https://www.swhs.org.uk/> or Tamar Housing tenants <https://tamarhs.org/> for full details of our payment options.

**Lettings and Mutual Exchanges:**

We will continue to undertake lettings and facilitate Mutual Exchanges. In both cases we will ask you to assist us by providing photographs that can enable us to inspect properties and instruct works as may be necessary.

**Our Offices:**

Our Offices at Eastbridge House, Rooksbridge, Somerset and Millbay Road, Plymouth remain shut to the public until further notice.

We have, since March, become adept at ensuring we can operate under Lockdown conditions and we appreciate your patience and support when services have to be delivered remotely.

Finally, I want to assure you that it will always be our number one priority to ensure that you can live safely and securely within your homes, and I give you my assurance that we will never compromise when it comes to your safety.

Stuart Francis-Dubois  
Operations Director