



COVID19 – ARREARS & WELFARE BENEFITS CONCERNS

At Trust we recognise that these are exceptionally difficult and challenging times for everyone.

One area you might be concerned about is paying your rent. The rent that you pay is the lifeblood of the Association without which we are unable to offer our repairs service, welfare advice, keeping your home warm, safe and energy efficient, as well as number of other services and the staff that help provide them.

We need you to continue to pay your rent, however, we also recognise that there might be a delay in accessing welfare benefits or issues and concerns with your employer which might also impact your ability to pay your rent as usual and on time.

For help with which benefits you can claim please check:

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

If you are experiencing any difficulty accessing welfare benefits or paying your rent you need to contact your Housing Officer, or our Welfare Rights Officer's immediately on the below details. Our trained team will be available to offer you advice and support to access new benefits, created specifically as a result of this crisis, or other sources of assistance and support. We are here to help guide you through these challenging times, let's get through it together.

- Wishaw Office – 01698 377200
- Trust Office – 0131 444 1200

Welfare Rights Officers:

- For West of Scotland - Mykela Dunlop – 07957 948 335
- For East of Scotland – Aisha Nadeem – 07899 987 769

Housing Officers for Wishaw & District Housing:

- Tracey Fyfe 01698-377211
- Alan Richardson 01698-377219
- Donna Beattie 01698-377217
- Mykela Dunlop 01698-377212

Advice if you have to Self-Isolate

In order to reduce the numbers of people having to ask their GPs for certification for self-isolation, the Government has just launched an online isolation/ sick note which can be used for proof for your employer.

To access an isolation note go to <https://111.nhs.uk/covid-19> where you will be asked a series of questions.

You will need an e-mail address to get this isolation note. If you don't have your own email-address you can use that of a family member or friend