



Key Information for Tenants

We would like to begin by thanking all our tenants who continue to follow the Government guidance, (Facts for a safer Scotland)

- Face coverings
- Avoid crowded places
- Clean your hands regularly
- Two meter distance
- Self isolate and book a test if you have symptoms

Key Services provided by the Association

During lockdown it was necessary for us to suspend key services in compliance with Government guidelines and ensure the safety of our tenants, staff and contractors, however we are now in a position to re-introduce these works and services.

Non-Emergency Repairs

Whilst we maintained emergency repairs and servicing of gas boilers throughout, we are now expanding this to include all categories of repairs. We have kept a record of repair requests made over lockdown and we are currently working through these as quickly as possible.

Things to consider:

- If you or a member of your household is self-isolating as a result of having symptoms of COVID-19 at the time the work is scheduled to be carried out, please contact our office on 01698-377200 to re-arrange the works.
- When work or safety inspections are taking place please remember to social distance and, where possible, stay in a different room to where the work is being carried out.
- If you have any concerns about this please contact our **Maintenance Department on 01698-377200**

Landscaping / Grounds Maintenance / External Painter Work

We understand the importance of keeping outside areas well maintained and how this makes a big difference to your home and the neighbourhood in general. Our contractors have measures and guidelines in place to ensure that grounds maintenance and external painter work can be undertaken whilst following social distancing guidance.

Things to consider:

- For all communal gardens – please do not use the garden areas when the contractors are in attendance.
- Our contractors have been asked to use appropriate personal protective equipment (PPE) and hand hygiene.
- If you have any concerns regarding this, please contact our **Maintenance Department on 01698-377200**