

23 March 2020



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Hillhead

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INFORMATION UPDATE AS OF 23 MARCH 2020

Given the current situation we have had to close our office. All face to face contact and appointments have been cancelled. We will do our best to provide as full a service as possible. Please check our website for regular updates. If you wish to receive updates by text please let us know your up-to-date telephone number. Meantime please note the following information:-

REPAIRS: - We are providing both a routine and emergency repairs service although response times may be slower and we may have to move towards Emergency Repairs Only.

Please consider whether your repair can wait before requesting a visit. If your repair is a low priority we may ask you to wait for it to be carried out. We are also keeping in daily contact with our Contractors in relation to their service availability.

We would also encourage you to send photographs or video clips of the defect to avoid a need for us to arrange a pre-inspection visit.

You should let us know if you or anyone in your home is Self-Isolating

Presently our working hours are 10.00AM to 3.00PM but this may change. For General Enquiries please telephone **0141 578 0200** but please use email if you can admin@hillheadhousing.org

Should an Out of Hours emergency situation arise please call the following Contractors direct:-

Rodgers & Johnson (All trades other than Gas) **0800 999 2520**

James Frew (For Gas Heating and Hot Water) **01294 468 113**

In the event you smell Gas please call **0800 111 999**

Please note that when you call to report a repair you will be asked the following questions before a contractor visits your home:-

Are you or any member of your household self-isolating?

Do you or any member of your household have any known symptoms?

Have you or any member of your household tested positive for corona virus?

RENT PAYMENTS: - It's important that you continue to keep your rent payments up to date. You can pay your rent in the following ways:-

- Direct Debit
- Standing Order
- Allpay Card at various pay-points and post offices displaying the PayPoint Logo
- Via the internet at www.allpayments.net and selecting "Make A Payment"
- By Telephone – call **0844 557 8321**, enter the reference number from your Allpay Card and follow the instructions. This is available 24 hours and 7 days per week.
- Internet Banking – **Hillhead Housing Association 2000 Rent**
Sort Code 83-24-05
Account Number 00690899

The Payment Reference should be your Tenant Reference Number – please contact us and we can tell you what it is. If you are unable to contact the office please use your address in order that the payment can be allocated to your account.

- Allpay App – This can be downloaded onto your Apple and Android smart phones. Visits www.allpay.net/app for more information.

Income and Benefits Advice: - You can email our office admin@hillheadhousing.org with your contact details and your email to be forwarded to our Welfare Rights Officers who will call you back.

You can use out texting service Send Text Message to **07491 163 429**

- To contact your Housing Officer Text **Rents** (plus message)
- To check the balance on your rent account Text **BAL**
- To report a repair Text **REPAIR** (plus message)
- To set up a Standing Order Text **STO**
- To set up a Direct Debit Text **DD**
- To order a new payment card text **CARD**

Housing Applications: - We have suspended all Letting Activities. If you already have an application for housing with us and you wish to notify us of change in your circumstances please contact us by email/text or phone. However, we may contact you over the coming weeks to verify the details on your housing application in order that we have up to date information when we do resume lettings.

Please keep safe and help one another to look after the people in Hillhead.