



August- September 2020 Route map out of COVID-19

Hillhead Housing Association




17/08/2020

Area	At present	Phase 3	Phase 4
<p data-bbox="264 162 698 259">Accessing our office and services</p> 	<p data-bbox="741 162 1251 658">Our Office is closed You can contact staff directly on their mobile numbers or call the main office number 0141 578 0200 or email admin@hillheadhousing.org Monday to Friday 9.00AM to 5PM</p> <p data-bbox="741 733 1233 1176">Calls can be made to the above number for rent payments. For repairs and other housing and rent related matters please contact your Housing Officer directly.</p>	<p data-bbox="1299 162 1722 548">Our office has a minimal staff presence concerned with the management of our repairs service, and key systems.</p> <p data-bbox="1299 619 1722 891">Virtual appointments, telephone meetings etc will continue as before.</p> <p data-bbox="1299 962 1722 1405">The majority of our staff will continue to work from home. Only essential home visits by staff will take place in line with safety guidelines.</p>	<p data-bbox="1765 162 2142 491">We will resume normal working hours and an appointment may not always be necessary.</p> <p data-bbox="1765 562 2193 833">We will keep you updated as more of our staff are able to return to work from the office.</p> <p data-bbox="1765 905 2181 1119">Routine home visits will resume in line with safety guidelines.</p>

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<p data-bbox="140 135 675 178">Repairs and Maintenance</p> 	<p data-bbox="769 135 1235 292">From 3 August we are providing a full repairs service.</p> <p data-bbox="769 364 1197 521">Routine repairs may take longer than 10 working days.</p> <p data-bbox="769 592 1248 863">Maintenance Officers are inspecting internal repairs in line with safety guidelines.</p> <p data-bbox="769 935 1210 1035">Gas servicing continues as normal.</p> <p data-bbox="769 1106 1248 1313">Ground Maintenance works and private garden grass cutting is taking place.</p>	<p data-bbox="1291 135 1770 349">Electrical testing and installation of Fire Detection systems will re-start.</p>	<p data-bbox="1865 135 2382 235">Medical Adaptations are being carried out.</p> <p data-bbox="1865 307 2331 406">Planned maintenance programme begins.</p> <p data-bbox="1865 478 2395 635">Final Defects Inspections at Braes O Yetts newbuild will start.</p>

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<p>Moving home</p> 	<p>Empty homes are made ready for re-letting.</p> <p>Priority is for applicants who were made offers prior to Lockdown.</p> <p>We will start to let homes to applicants on our Housing and Transfer Lists</p> <p>Further restrictions on home moves will be lifted.</p>	<p>We will enable viewings either in person or virtually to applicants already on our housing list and those seeking a transfer within our area.</p> <p>Tenancy Sign Ups will be done by telephone and/or virtually.</p> <p>Keys and signed Tenancy documents will be collected from the office by pre-arranged appointment only.</p>	<p>New housing applications will be processed and interviews/phone calls for re-housing options will restart.</p>

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<p data-bbox="224 225 682 274">Community Facilities</p> 	<p data-bbox="746 225 1166 331">Our community gardens are closed.</p> <p data-bbox="746 396 1166 559">Only essential maintenance works are carried out.</p>	<p data-bbox="1268 225 1816 388">The community gardens are open by appointment only.</p> <p data-bbox="1268 454 1791 559">Social distancing and hygiene rules will apply.</p>	<p data-bbox="1880 225 2377 559">Small groups of people can attend the community garden in line with social distancing and hygiene rules.</p>