

ARHAG

What are we doing to manage Coronavirus?

What to expect from our repairs service?

Temporary changes to our repairs service

We are currently operating a normal repairs service, however, there are temporary changes during the coronavirus outbreak

Essential Repairs: For the time being, we will only carry out *essential* repairs in tenants' homes. These repairs include heating and hot water, lifts, leaks, windows and door issues including locks and essential carpentry, sanitary plumbing, electrical work, health and safety works and fire safety works.

Non-urgent repairs: Repairs like decorating, plastering, fencing or non-emergency surveys will be temporarily put on hold. Our normal service will start again once the risk from coronavirus has reduced, and we will keep you updated of any developments

If a household is self-isolating, we will rebook the repair for when they have recovered. Where possible our contractors will also provide repairs operatives with additional protective clothing.

Booking a repair

If you're thinking of contacting us about a repair, you could help us by considering first whether it's urgent. If it isn't, please wait until things get back to normal.

Our repairs staff will ask everyone requesting a repair if anyone in their household is self-isolating. Our repairs operatives have been advised to ask the same question and wherever possible, they will wear protective clothing, i.e. health and safety mask and gloves to protect themselves and you.

Annual Gas Safety Test: Access will still be required to carry out gas safety tests: Our operatives will wear PPE gear to protect you and themselves. You can book a repair as normal through 020 7424 7370 option 2 or by email at repairs@arhag.co.uk. If you can, please attach a photograph or short video of the repair and our staff will contact you.

ARHAG

If you can't work because of coronavirus and are struggling to pay your rent

If you're experiencing financial difficulty resulting from the impact of the coronavirus and it's affecting your ability to pay your rent or service charges, please let us know.

Please continue to pay your rent as normal. It's important that we carry on collecting rent, so we can fund the essential frontline services our residents need.

We can provide advice, support and guidance to you during this time. This can include putting payment plans in place or supporting you to claim benefits you're entitled to.

We welcome the fact that the government has extended statutory sick pay to people affected by coronavirus. However, if you're not eligible for it, we'd urge you to claim Universal Credit or Employment Support Allowance – and we'll help you do that if you need us to. **It would be useful to Arhag to know if you are going to make a claim, so we are able to monitor your case and your rent account in the best way.** Our Income Officers and Housing Officers are happy to help and support you. You can either email; housing@arhag.co.uk or call us on 020 7424 7370 and press option 3.

If you are experiencing issues with other debts we can book you an appointment with our partner, Community Links who can provide you with advice over the phone. If you need this please call us and we can book you an appointment.

The contact number for Universal Credit is 0800 328 9344 for general enquires, new claims and change of circumstances. HMRC for Child and Working Tax Credit are 0345 300 3900

Other Housing related queries

All Arhag staff are working remotely and we are available via email housing@arhag.co.uk or by calling 020 7424 7370 selecting option 3.

To protect you and our staff we will be making contact with you by phone or video call. We will only be carrying out urgent essential inspections and we will manage all your enquiries by phone. We are prioritising supporting vulnerable residents and people living alone with other support needs. Please look out for your neighbours, particularly if they are older and if they need assistance please contact us and we will try and get them support.