

ARHAG

What are we doing to manage Coronavirus?

Temporary changes to our repairs service

We will be carrying out essential emergency repairs and health & safety works only effective from Monday 11th January 2021 due to increase in the number of people infected by Covid-19 in London.

Whilst Arhag cannot directly impact on the number of people in London hospitals because of Covid-19, we need to do whatever we can to minimise the risk of transmission of the more virulent strain of Covid-19 virus. By reducing repair visits, we will reduce the risk of transmission between contractors & our residents (which can occur either way).

Routine repairs will need to be put on hold for the time being.

Gas Safety checks & works relating to Fire Safety will continue.

Our normal service will start again once the risk from coronavirus has reduced and we will keep you updated of any developments

Booking a repair

If you are thinking of contacting us about a repair, you could help us by considering first whether it is urgent. If it is not, 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 in all cases our contractors will wear protective clothing, i.e. health and safety mask and gloves to protect themselves and you.

You can book a repair as by contacting us on 0207 424 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.

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

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

Please continue to pay your rent as normal. It is 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 are entitled to.

We welcome the fact that the government has extended statutory sick pay to people affected by coronavirus. However, if you are not eligible for it, we would urge you to claim Universal Credit or Employment Support Allowance – and we will help you do that if you need us to. 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

Temporary change to our estate services and visits We have suspended all estate inspections except in the event of a H&S emergency. We will only carry out a home visit in the case of an emergency relating to any housing issues.

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 contacting 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.