

ARHAG

What are we doing to manage Coronavirus?

Revised changes to our repairs service

Effective from **Monday 12th April 2021**, Arhag will restore normal repairs services to our residents. The easing of restrictions in London and elsewhere in the UK has made this possible.

This means that you can report emergency repairs, urgent repairs, and standard repairs as normal.

Arhag will continue to do whatever we can to minimise the risk of transmission of the Covid-19 virus between contractors and our residents by insisting that our contractors use personal protection equipment and follow health and safety guidance. This specifically means they will wear masks and safety gloves when they visit your home to reduce the risk of transmission (which can occur either way).

Booking a repair

You can book a repair 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.

Our repairs staff will ask everyone requesting a repair if anyone in their household is self-isolating.

In all cases our contractors will wear protective clothing, i.e., health and safety mask and gloves to protect themselves and protect you.

Please note we still need you to provide access for gas safety tests and electric safety tests. These are mandatory health and safety tests that must be carried out by Arhag as your Landlord.

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