



## Update on your services

Thanks again for your patience while we run a restricted range of services as a result of the pandemic.

Services are being re-introduced in phases as quickly as we can in line with Scottish Government lockdown guidance. In June we reintroduced the following:

- › grass-cutting and landscaping in back courts and shared garden areas; and
- › letting homes.

More will be re-introduced soon. We also launched a new money and fuel advice service, providing expert help to any tenant worried about paying their rent during this crisis.

Please read more on our plans for the next phases in this newsletter and check our website [www.lowtherhomes.com](http://www.lowtherhomes.com) for updates.

We can't emphasise enough that in all we do the safety of customers and their families and our staff remains our top priority.

Although many of our staff are continuing to work from home, please be assured we're here to help you and your family 24/7.

### Heather Voisey

Lowther Interim Managing Director

## Repairs

We are continuing to carry out emergency repairs as normal. As lockdown restrictions ease, we're able to increase the range of essential repairs we're able to carry out. For instance, we can now:

- › sort a persistent leak;
- › replace showers for vulnerable customers;
- › repair heating where temporary heating has been in place for a week;
- › replace security windows and doors;
- › renew and repair security and controlled-entry doors if parts are available.

Unfortunately, we can't do repairs at the moment where it's difficult for tradesmen to socially distance, for example, repairs that need more than one person.

There is also a shortage of some materials such as glass, and of manufactured items such as some doors, which might restrict the repairs we can carry out so please bear with us.

Please be assured our tradesmen follow strictly all health-and-safety guidelines, including wearing Personal Protective Equipment - as and when appropriate - while carrying out repairs.

## Important safety checks

We are legally required to carry out an annual gas service for your home. This work is a really important part of keeping you and your home safe.

When the service for your property is due, we will be in touch to arrange a suitable day and time to carry out this visit. All staff will be following Government guidelines on social distancing and will wear appropriate Personal Protective Equipment.

Because it's a legal requirement that we carry out these checks, if you do not allow access we would have to make arrangements to force access to your property.

We will also be in touch about electrical safety checks for your home in the coming months.

## Here to help

We're doing all we can to support our customers.

We have carried out emergency repairs, checked on customers who might need extra support and even delivered food parcels where some tenants' income

has been affected by the crisis.

If **YOU** need help, please speak to your letting agent, email or call us. We're here to help.

### Environmental services

Suspended backcourt and landscape maintenance services have now resumed. Our teams are getting round all areas as quickly as possible to:

- › weed and tackle overgrown grassed areas;
- › clean up back courts, including bin areas;
- › clear paths of weeds and moss;
- › apply weedkiller to hard-standing areas.

However, it will take time to reach a maintainable standard in all areas, so please bear with us.

We'll resume cleaning closes and stairs as soon as Government guidance allows. Every close not visited during lockdown will be deep cleaned. This will include sanitising handrails and cleaning close doors, windows, sills and light-fittings, on top of all standard cleaning measures.

All health-and-safety work ongoing at our Ibroxholm Oval multi-storey block since the lockdown began will continue, including regular cleaning of common areas, fire-safety patrols and uplift of bulk rubbish.

### Our letting agents

Our teams are continuing to work from home but you may see us out and about carrying out essential visits, where it is safe to do so, and in line with Government guidance. We are following all Government guidelines on social distancing and wearing Personal Protective Equipment where appropriate. Although we aren't able to be out and about as much as we would like, if you need us get in touch.

### Safety first

We can't emphasise enough that all working practices and the restricted range of services currently being provided are aimed at keeping you, your family and our staff safe and well.

### Next phases

From August to October, we hope to:

- › introduce more services including close cleaning
- › have more of our staff out and about in communities; and
- › restart planned investment works.

We will continue to widen the range of repairs and maintenance we can do safely as Government guidance is updated.

### Help with rent

If you're finding it difficult to pay rent, contact us immediately. The sooner you get in touch, the quicker we can help. Please don't be tempted to do nothing. We can support you in a number of ways.

In June we launched a new independent money and fuel advice for our tenants. If you are worried about paying your rent we can ensure you get quick access to expert advice and support, this includes help with Universal Credit claims, as well as making sure you claim all the benefits and tax credits you're entitled to. The fuel advice part of the service can help you reduce and manage your gas and electricity bills. The service can also help you to budget and manage your money.

We have also helped a number of customers between jobs or waiting for benefit claims to be processed with our Eatwell food deliveries. If you need us, please get in touch.

Get in touch

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