



Providing low cost housing in  
Gloucestershire and Herefordshire

# THE PYRAMID

the Wyedean Housing Association Newsletter

Spring 2020

## Coronavirus – COVID 19 Update

As the Prime Minister has said, we are in the middle of a Public Health emergency that has not been seen in the UK in living memory.

All aspects of life and work are affected including the service that we offer to residents and those seeking a new home. As you will appreciate, information is changing daily but the contents of this Newsletter is to update you on the situation as it is today. This may well change and we will do our best to notify you of any further service changes in future **only** through our website. Please check from time to time at:

[www.wyedean.org](http://www.wyedean.org)

As you know we have already closed the office to members of the public unless there is an exceptional reason for a face to face meeting. At the same time we are preparing for home working where possible and practicable. It is clear however, that in the short term we cannot provide a normal service in the light of the latest Public Health advice.



There are some areas of activity when we can offer some clarity.

### Rent Payment & Support

Many workers will be uncertain as to their job situation, with some being laid off and others' furloughed', in effect getting a temporary leave of absence from work. The Government has announced that employers who 'furlough' their employees can be paid 80% of their earnings by the state for a period initially of 3 months. This will be paid through a company payroll in the usual way. If you are employed and your income is reduced you should make enquiries to see if you are eligible for Universal Credit or other employment support benefits.

During this period **rent is still payable**. Financial support is available through the government wage support scheme and through the benefits system. We will do our best to support and guide those that need it through this difficult time, but it is your responsibility to apply for benefits if your income is affected and to keep us informed so that we are aware and can offer constructive help and advice. The rules of attendance have been relaxed for claimants and applications can now be considered over the phone.

<https://www.gov.uk/universal-credit> or 0800 328 5644

Although the office is closed for over the counter rent payments, you can still pay over the phone using your debit card by calling us. All other payment methods continue to be available. If in doubt, ask.

THIS NEWSLETTER IS PRODUCED AND PUBLISHED BY WYEDEAN HOUSING ASSOCIATION LTD.

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### Repairs and Maintenance

We rely on a network of independent sub-contractors to maintain and repair our stock. These contractors are responsible for the employment of their staff who are obviously concerned about entering homes unnecessarily in the present climate.

From 24th March, **we ask you to only report necessary and essential repairs** for the time being. This will enable contractors to prioritise work to ensure that emergencies and essential repairs can be completed safely. Please do not report other repairs at present. Make a note of them and these can be addressed as circumstances allow. The completion times for all repairs other than emergencies is now suspended.

### Refuse Collection

Due to the present countrywide situation with the coronavirus it has been advised that there maybe interruptions with refuse collection timetables.

If this is the case then please make sure that your bins etc are packed correctly and areas are left tidy until normal services can be resumed.

For any items that can be taken to the recycling sites if open, please can you make sure this is done as long as it is safe to do so.

### Rent increases from 6th April 2020

Please be mindful of the rent increases from the above date and make sure if you receive Universal Credit that your journal is up to date and standing order mandates are adjusted in good time ready for this.

### Coronavirus things to remember

Wash your hands with soap and water often – do this for at least 20 seconds

Use hand sanitiser gel if soap and water are not available

Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze

Put used tissues in the bin immediately and wash your hands afterwards

Stay 2 metres (3 steps) away from other people, if you need to go outside

Do not touch your eyes, nose or mouth if your hands are not clean

***If you have further concerns or questions regarding this please visit the following websites:***

[GOV.UK: coronavirus action plan](https://www.gov.uk/coronavirus-action-plan)

[GOV.UK: information on coronavirus and the situation in the](https://www.gov.uk/coronavirus-information)

[UKNHS England: coronavirus for health professionals](https://www.uknhs.uk/coronavirus-for-health-professionals)



## *Easter & May Bank Holidays Operating Times*

Please note that the out of hours service will operate on the following dates for spring 2020:

**Friday, 10th April until 9.00am on Wednesday, 15th April**

**Friday, 8th May until 9.00am on Monday, 11th May**

**Monday, 25th May until 9.00am on Wednesday, 27th May**

**WYDEAN HOUSING ASSOCIATION LTD.**

Keep your eyes out for the next issue of THE PYRAMID due Summer 2020

