

Covid-19/Coronavirus Update

Tuesday 24 March 2020



Our call centre is very busy. Please do not call unless you have an emergency repair.

Please email enquiry@edenha.org.uk with any other queries.

In light of the Government announcement on the evening of Monday 23 March 2020, we are taking the following action:

We are only booking emergency repairs – more details follow.

We have suspended lettings – staff will be in contact if you are in the process of getting offered a property – please do not call in.

Our **office is closed**, but our staff continue to work – please email them direct or via enquiry@edenha.org.uk if you need to talk with someone.

Our **Benefits Advice Service** run by the Law Centre will be delivered over the phone rather than in person – please email enquiry@edenha.org.uk if you need their support and we will arrange a call back.

The **Homelessness and Housing Advice Service** remains open but most work and support will be delivered over the phone rather than in person – please call **01768 861499** if you need their support.

Our **assisted living and extra-care schemes** remain closed to all visitors other than to family and those delivering vital repairs services or health/care services.

If you call with an emergency repair :

Our staff and contractors will ask you if you have been diagnosed or are in isolation/quarantine for Covid-19/Coronavirus and we will only attend to absolute *risk to life* emergencies if that is the case. If we have to come in your home whilst you are ill or in isolation because you may have had contact with the virus you must:

- Ensure there is a clear path to the area where the repair is necessary
- Made sure the area they need to work is clear from mess and has been cleaned with disinfectant recently
- Remain at least 2 meters/6 feet away from contractors – ideally stay in a different room