

## Covid-19/Coronavirus Update

Wednesday 25 March 2020



**We are experiencing some problems with our phone system – as a result our call centre is very busy. Please do not call unless you have an emergency repair.** Please email [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk) with any other queries.

**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](mailto:enquiry@edenha.org.uk) if you need to talk with someone.

The **Homelessness and Housing Advice Service** remains open but will mainly 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.

### **Rent charges/arrears**

Rent will continue to be charged weekly. We will not be taking Court/Eviction action for arrears due to Covid-19, but please do keep in touch with us so we're able to offer help and support.

We have moved some of our support workers to help with the Benefits Advice Service run for us by Cumbria Law Centre so we can help more people with advice and guidance.

Our Customer Advisors and Housing Officers will continue to get in touch with you about accounts in arrears – they will be trying to work with you to make sure that arrears do not build up to an unmanageable level.

You can also contact the Job Centre on 0845 608 8551 or Eden District Council on 01768 817817.

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

**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