

# Tenant Newsletter

April 2020

## Stay at Home, Keep Safe, Stay Well

**We wanted to send you a short newsletter at this difficult time to stay in touch, keep you informed and do what we can to help. You can contact us via email at [enquiries@residehousing.com](mailto:enquiries@residehousing.com) or on **020 8255 5220**. Whilst we may not be able to provide direct help to everyone we can try to help you get the help you need if you are stuck or struggling.**

We know it is a worrying time and some of you may be lonely, sad or scared. We want everyone to be safe and keep well.

Where we cannot do all the things we normally do in your home at the moment – as soon as it is safe to do so we will be back.

### Repairs

We are asking all tenants and their support workers to contact us via email wherever possible with any repair requests at this time on [enquiries@residehousing.com](mailto:enquiries@residehousing.com) alternatively you can use the e-form on our website, under 'report a repair'.

If you need to speak to us you can still reach us on the usual phone numbers or via the switchboard: **020 8255 5220**, telephone answering may be delayed at this time.

We are able to undertake emergency work, and urgent white goods repairs as long as we can get someone to come out – it can take a little longer to sort out each job. Typical Emergency repairs are listed on our website COVID 19 guidance.



We will let you know on our website when we are able restart other routine repair jobs. Our priority will be to catch up with routine non-emergency work in such a way as to keep you and our staff safe.

## Gardening

We know when the weather is nice you will want to use a garden if you have one. We have been working with our gardening team, Ground Control to provide gardening services where safe to do so. We will talk to you directly about this possibility. We are contacting houses where we offer a gardening service to check if you think this is safe. If you would like to check if we can offer a gardening service to your address please contact us at [enquiries@residehousing.com](mailto:enquiries@residehousing.com) addressing your message to DAN, a member of our team.



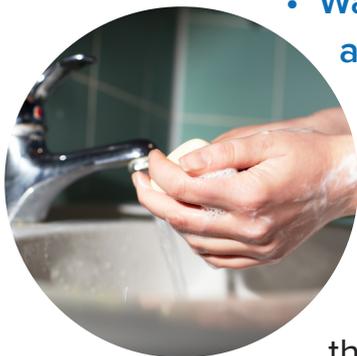
## Looking after yourself

We are all being asked to Stay at Home, and

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times



- Wash your hands as soon as you get home.



It is difficult but we are asked not to meet others, even friends or family if they don't live with us.

## Your Safety

Government has told us we must try to continue to do essential health and safety checks, such as your boilers, lifts, water, and smoke/ fire alarms, so we will still be contacting you to do these when they are due. We will talk to you about how to keep you safe and if it is safe for us to come in

If you smell gas at any time, please contact National Gas emergency number immediately on –

**0800 111 999.**

**We wish you, and all those supporting you well, please keep safe.**