



coronavirus update #6



HANDS



FACE



SPACE



FRESH AIR

We are here to support you!

As we reach the next stage of the roadmap out of lockdown, we wanted to update you on our current levels of service. These will apply until 21 June at the earliest.

Our priority remains keeping everyone safe, so please be reassured that we will continue to follow the latest government guidance if we need to visit you in your home.

All our offices remain closed to the public, but you can contact us in the usual ways.

You can manage your account, report a repair, and change your contact details online via [myhomeonline](https://myhomeonline.org.uk) or contact our Customer Service Centre at enquiries@emhhomes.org.uk or call us on **0300 123 6000**.

If you have any concerns about coronavirus and how it has affected our services, please email coronavirusinfo@emhgroup.org.uk

Thank you for your continuing support and co-operation during this difficult time.

WHAT'S INSIDE

Your guide to the latest information about how we are continuing to support you with:

- ▶ ***our services***
- ▶ ***your neighbourhoods***
- ▶ ***resident engagement***
- ▶ ***tackling ASB***
- ▶ ***financial advice***
- ▶ ***free Covid tests***



This table shows the current status of our services.

Services running as normal

Emergency repairs
Gas safety
Customer Service Centre
Financial Inclusion Officers
Grounds maintenance
Solid fuel appliance servicing and repairs
Renewable appliance servicing and repairs
Fire safety risk assessments
Alarms and emergency lighting
Asbestos inspections, surveys and sampling
Legionella risk assessment and testing
Lift maintenance
Domestic and communal electrical installation and testing
Planned replacement work ⁽¹⁾
Anti-social behaviour services
Non-urgent repairs

Services running with some changes

Estate inspections
Lettings
Mutual exchanges
Income management
Customer/Tenancy services
Sheltered Housing services
Communal rooms ⁽²⁾

Services not running just yet

Public access to our offices

¹ This includes component items such as kitchens, bathrooms, windows/doors, roofs and heating systems.

² We have written to residents in Sheltered Housing schemes with communal areas about which restrictions will apply from both 17 May and 21 June.



To keep up to date with changes to our services, please visit our website regularly or follow us on [Twitter](#) or [Facebook](#).



ESTATE SERVICE CHAMPIONS SUCCESS

In the last issue we let you know about the 325 Estate Service Champions we have recruited to let us know about your neighbourhood concerns. Every two months the champions are sent a survey – in line with the detailed inspections carried out by Housing & Neighbourhoods Officers – asking them to let us know what needs our attention. Any actions are passed to the relevant team to deal with.

For our latest survey we received 97 returns, many of which included valuable feedback, including 33 where there were no concerns.

How we have responded

Some of the actions we have taken following the feedback include:

- ☒ 10 x referrals to Grounds maintenance team
- ☒ 1 x letter sent reminding residents not to leave out bins
- ☒ 2 x referrals to Clean & Clear team
- ☒ 10 x visits by Housing Officers where several issues have been identified
- ☒ 2 x joint visits to scheme with resident
- ☒ 2 x litter picks arranged
- ☒ 2 x fly-tipped items removed
- ☒ 1 x padlock on bin store
- ☒ 2 x signs ordered

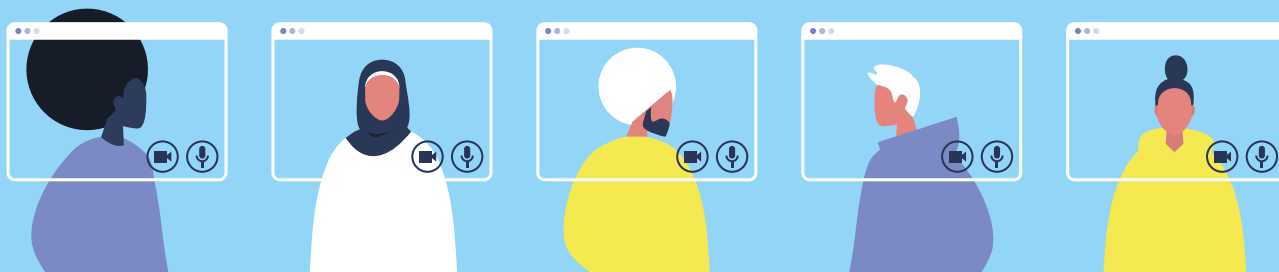


If you are interested in becoming an Estate Services Champion, please email: anne.phillips@emhgroup.org.uk

RESIDENT ENGAGEMENT

For the time being, our resident engagement activities will continue as they have been for the last 12 months, with meetings being held via video and telephone conference calls.

We work with lots of vulnerable residents with health conditions (some of whom are still shielding) and we want to be able to continue to protect them. Although the restrictions are being lifted, there is still the possibility that the Government roadmap may change and that it takes longer than expected for restrictions to be relaxed. To ensure the safety of our residents, for the foreseeable future we will continue to engage with our residents digitally.



TACKLING ASB

We know that anti-social behaviour (ASB) can cause a great deal of distress, which is why we have adopted a zero tolerance approach. We are committed to helping keep our neighbourhoods free from ASB.

We use a variety of methods to resolve ASB, and will work with you, your neighbours, and other agencies to try and sort out the problems.

ZERO TOLERANCE



FINANCIAL ADVICE



Our Financial Inclusion Officers continue to support residents to claim benefits and provide advice on priority debts.

If you would like to speak to a member of the team, please e-mail us at moneyadvice@emhhomes.org.uk or call us on **0300 123 6000**, select option 4, and leave your name, contact number, tenancy number and/or address along with brief details and we will respond accordingly.

Please note that due to staff working remotely, customers may be contacted by mobile phone.

FREE COVID TESTS

From 9 April, everyone is entitled to free lateral flow Covid tests up to twice a week. You can obtain the kits from several places:

- ▶ Order online at www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
- ▶ Collect a kit from your local pharmacy: <https://maps.test-and-trace.nhs.uk/>
- ▶ Collect a kit from a local testing site: <https://find-covid-19-rapid-test-sites.maps.test-and-trace.nhs.uk/>
- ▶ Or you can call 119 and a kit will be posted to you.

If your test result is positive, you must report the outcome, self-isolate and arrange for a PCR test: <https://www.gov.uk/get-coronavirus-test> or call 119.

PLEASE REMEMBER TO FOLLOW COVID GUIDELINES, EVEN IF YOU HAVE TESTED NEGATIVE OR HAVE HAD BOTH VACCINATIONS.



LOCAL SUPPORT AND WELLBEING CALLS

Although we will continue to make wellbeing calls where we have established a relationship with individual residents, we are no longer accepting new requests.



You can find details of organisations in your area that can provide a range of advice and support on our website: emhhomes.org.uk/local_support

If you do not have access to the internet, please call our Customer Service Centre on 0300 123 6000 and they will be happy to provide details for you.

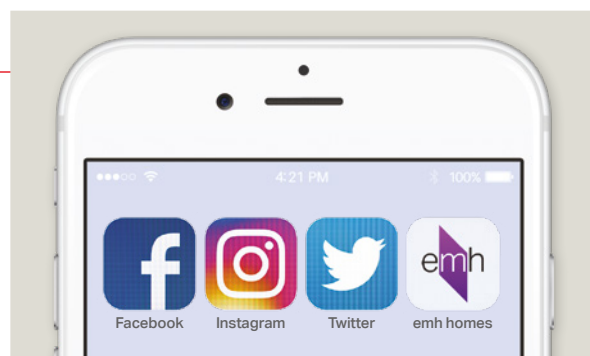


CONTACTING US

The easiest way to access our services is online, particularly via myhomeonline.

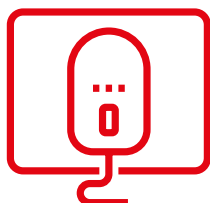
Over the last few weeks our Customer Services team has been contacting customers who have registered for **myhomeonline** but not used it for a while, reminding them of how easy it was to do the following:

- ▶ **Pay your rent**
- ▶ **Set up a Direct Debit**
- ▶ **Report anti-social behaviour**
- ▶ **Send us a direct message**






You can find myhomeonline on the homepage of our website. It is also available as an app.

This is simply a handy link to the portal on the home screen of your phone. To install the app go to: www.emhhomes.org.uk/contact-us/download-app/ and follow the simple instructions.



You can email us at:
enquiries@emhhomes.org.uk
or visit **www.emhhomes.org.uk**

Follow us on social media:
   **@emhhomes**

Text us on: **07860 024 523**

- ▶ Text the word '**Bal**' or '**Balance**' and your account balance will be automatically sent back to you
- ▶ Text the word '**Callback**' and a member of our Customer Services team will ring you back

You can still call us on **0300 123 6000** but please only try and do so if it is an emergency or if you have been asked to do so via communication from us.