

TO ALL COPPERWORKS HOUSING ASSOCIATION TENANTS / SERVICE USERS

17th March 2020

Dear Tenant / Service User,

CORONAVIRUS

Due to the nature of this virus and the need to minimise its spread through the population we ask that you contact the Association by telephone, email or text in the first instance. Please do not call at the office in person unless it is essential. If a member of staff needs to contact you, we will do so by telephone, email or text. You can email the office info@copperworks.org.uk with your email address.

Should you contact the office, you will be asked to declare if you or anyone in your household is self-isolating. If the answer to any of these questions is yes, we may need to re-arrange any visit and / or repair once the period of self-isolation is over.

In the event that you need to report an out-of-hours emergency repair our contractors will ask you a similar question. If the repair is essential our contractors may attend your home but will take necessary precautions to protect themselves. This could include being clothed in suitable Personal Protection Equipment. Remember you can minimise the spread of the virus by regularly hand washing and cleaning all work surfaces, door handles etc.

I would be grateful if you could inform the Association if you or anyone in your household is self-isolating.

Rent Payments

Where possible please make your rent payments on line www.allpayments.net

Useful Website Links

NHS Inform

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Health Protection Scotland <https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/>

Scottish Government <https://www.gov.scot/coronavirus-covid-19/>

Thank you for your co-operation.

F. Murphy

Fiona Murphy
Director