

IMPORTANT SERVICE UPDATES

Dear Southway tenant,

As the country begins to show signs of recovery following an extremely difficult year, we are planning our own recovery at Southway Housing Trust, in efforts to bring back our services in the safest and most efficient way for you and our staff.

We are pleased to have been able to maintain all essential services to our tenants and communities throughout this time, including emergency repair work and our community support and food offer. However, unavoidably, many services have been impacted by the restrictions.

Below we have set out some actions and dates related to our services. Please be aware that all of these dates or estimations are subject to change and depend on the wider national recovery programme and government guidance.

Repairs and Home Visits

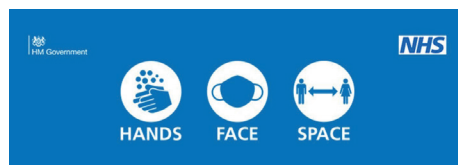
We have been dealing with essential repairs only for much of the past 12 months. This has led to a large backlog of routine repairs that we have been unable to complete.

From 12th April 2021 we will begin work on this first repairs backlog, aiming to complete the jobs by the end of August 2021. If your repair is in this first backlog, you will be contacted by us to arrange a date.

From 12th April 2021 you will also be able to book non-emergency repairs again. However, unless it is an essential repair, we will not be able to provide you with an appointment date and your repair will go into a second backlog. Repairs can be booked by calling or emailing us; we will then contact you at a later date to arrange this with you.

From September 2021 work will start on the second backlog which we aim to complete by 30th November 2021. We will aim to start making appointments for this work from early July 2021.

All of our staff are trained to carry out home visits safely. We ask that you continue to follow guidance around home visits.



If you are experiencing symptoms, self-isolating, or have visited a country of high risk and require a usually face-to-face service from us, **please inform us before any home visit or repair.**

Office and Reception

Our offices and reception currently remain closed to the public.

From 21st June 2021 we will be looking to safely reopen our reception, and put in place a gradual plan for our staff to return to offices.

You can still access our services using our website www.southwayhousing.co.uk, either through your portal account my.southwayhousing.co.uk or using our **Webchat**.

You can also send us a message through our Facebook or Twitter (we are **@southwayhousing**).

Rent

If you are affected by the Coronavirus and it is making it difficult to pay your rent, please get in touch with us by phone **0161 448 4200** or email connect@southwayhousing.co.uk – if you tell us, we can help.

Financial Advice

We understand that this period of uncertainty is causing disruption at many workplaces and affecting employment. If you are worried, please check our website where you can find financial advice and support and get the latest updates on the situation. If you email us with details about your situation and preferred contact method (phone or email), our advice team will contact you as soon as possible.

Other services

Our repairs and home visits were not the only service areas to be disrupted over the last year. We also want to get things like our community events back up and running as soon as we can safely do so.

From May/June 2021 we are hoping that we can start to get back into our communities.

We will keep you updated on this via Southway Stories, our social media channels and our website. We hope to run a schedule of Summer events in partnership with the community organisations in our area.

In order to shape how we deliver our services in light of the past year, look out for our **“Inspired by our communities”** initiative. This is a large tenant feedback programme inviting you to really inform how you’d like to see our services delivered as we enter the recovery period and beyond (see enclosed Southway Stories for more information). Please do take the time to tell us your thoughts when you get the chance; they will directly affect how we deliver services.

Thank you

Finally, we would like to extend a huge thank you to all of you across what has been such a challenging year for everyone. As a community, we continue to get through this together and we will recover together; and we also thank you for your continued patience as we look to get back on track with all of our services.

Yours Sincerely,

Karen Mitchell

Chief Executive
Southway Housing Trust