

March 2020

Dear Tenant(s),

We are writing to advise you that guidance is being issued constantly to the Association on how to deal with the COVID-19 coronavirus outbreak and we now want to make you aware of the steps that we have to take as your landlord or service provider.

As at 5 pm on Friday, 20 March 2020, Lochalsh & Skye Housing Association will no longer be able to operate "business as usual". Following the latest Government advice and to reduce the risk of spreading the virus, the majority of LSHA staff will now be working from home and all of our offices will be closed to the public.

We will continue to answer telephone calls and emails and our website and Facebook page will be constantly updated with the latest information – or you can phone us on **01478 612035** if you prefer to talk to a person.

In the interests of protecting staff, tenants and the wider public, we will be significantly limiting face to face contact and cancelling all non-essential face to face meetings and appointments in tenants' homes apart from the provision of necessary emergency services. This will mean that routine repairs and planned maintenance in homes will temporarily stop and any necessary visits will only take place if strict rules are followed. Any non-emergency repairs will be logged and we will re-schedule them whenever possible. Our overall aim is to keep essential services running whilst maintaining the safety of our staff, tenants and clients as best we can.

If we have to arrange a visit to your property, we will ask you several questions prior to the visit to make sure that you are not displaying any symptoms of COVID-19. If you are self-isolating, you will be asked to tell us.

Given the current situation, we are aware that some of our tenants may need to work on a reduced income over the coming weeks and months and face struggles with rent and other bills. If you are affected in this way and think that this will impact on your ability to pay your rent, please contact us **as soon as possible** to make us aware of your circumstances and to allow us to work with you. We strongly recommend that, where appropriate, you seek advice on any benefits that you may be entitled to receive. LSHA will aim to be patient and understanding in dealing with the financial ramifications of the virus and will continue to look for active solutions to best advise and assist you and our Tenant Adviser and Rent Team and other colleagues will look to find solutions with you.

Given that we will all face challenges in maintaining good communications over the coming months, it is essential that you ensure we have a note of your current email address and phone numbers. You can email us on Info@LSHA.co.uk or phone us on **01478 612035** to tell us this information. While we make the adjustments that make it possible for staff to work effectively from their homes, we will do everything we can to manage any disruption. We would be very grateful for your patience and support while we all get used to this new way of working.

Yours sincerely

Lachie MacDonald

Lachie MacDonald
CHIEF EXECUTIVE