

18<sup>th</sup> March 2020

## Coronavirus update for customers

We recognise that this is a very concerning time for individuals and families with regards to the spread of Coronavirus (COVID 19) and its impact on our daily lives. Information is changing rapidly and we would encourage all customers to follow the latest health guidance, which is continually updated on the NHS website: [www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)

Our focus, as always, will be on maintaining customer safety and providing high quality services, but in the short term we will need to change the way we deliver some services in order to respond to government guidance.

**Please note, this letter outlines changes to our service provision at the time of writing and may be subject to further change if the government issues new guidance.**

### Customer Services

We are preparing for members of our team to work from home. However, you will still be able to contact us in the usual way - **Tel: 0113 278 3335, Email: [info@lyha.co.uk](mailto:info@lyha.co.uk) or visit: [www.lyha.co.uk](http://www.lyha.co.uk)**  
**Our customer service team will continue to be available from 8.30am – 5.00pm, Monday - Friday.** If you need to contact us about an urgent matter, outside of these hours, please call us on the same number and you will be redirected to our out-of-hours service.

**Please do not visit the LYHA office as it will be closed.**

### Home visits

We want you to continue to get in touch with us if you are experiencing any difficulties so that we can assist you. In line with the government's 'social-distancing' advice, our Neighbourhood Officers will no longer be undertaking routine home visits but will be available by telephone for the foreseeable future, or by video call.

## Financial concerns

We understand that people are struggling financially, and that many jobs and businesses will be affected as a result of the coronavirus outbreak. If you are struggling to pay your rent and bills, or worrying about spiralling debts, please don't suffer in silence. Contact us straight away and ask to speak to your Income Officer who can offer support and assistance, and signpost you to other potential sources of advice.

## Repairs

**We will continue to deliver our repairs service but will only be carrying out essential works until further notice.** Essential works include emergency repairs, gas servicing and fire safety actions.

Please continue to report a repair as you normally would: **Tel: 0113 278 335,**

**Email: [repairs@lyha.co.uk](mailto:repairs@lyha.co.uk) or via our Customer Portal: <https://mylyha.lyha.co.uk>**

Planned works and routine (non-urgent) repairs will unfortunately not be carried out at the current time. You will, however, be able to contact our surveyors by telephone, email or video call if you have any concerns about a repairs issue.

## Cleaning, gardening and fire safety services for schemes with communal areas

Our caretakers will continue to carry out cleaning and gardening services at all our schemes which share internal or external areas with their neighbours. Customer safety is paramount, and our regular testing of all fire safety equipment will also continue.

## Looking out for vulnerable neighbours

Certain groups of people are being advised to stay at home during this outbreak which can be very isolating. If you think any of your neighbours are potentially vulnerable or alone and in need of additional help, please let us know. Or why not knock on their door and ask if they're OK?

I hope you understand the reasons behind these changes – our customers' and colleagues' health must come first – but I am confident that we can continue to deliver the same level of service, just a little differently. We will keep you updated about any further changes and post regular information on our website [www.lyha.co.uk](http://www.lyha.co.uk) and social media pages.

Please look after yourselves and don't hesitate to get in touch with us if you need to.



**Mark Pearson**

Chief Executive

Leeds & Yorkshire Housing Association