



Queens  
Cross  
Housing  
Association

# Queens Cross Service Route Map out of Covid 19



# Our Covid-19 response

Covid-19 has brought about huge changes to Association services since lockdown began in March this year.

We're pleased that we're now moving towards the end of lockdown but are taking a careful approach to any service reintroduction. Things may be different for all of us for some time to come.

This leaflet explains the steps the Association is taking just now in **moving from phase 1 to phase 2**; and how we want to extend services over the coming months. It also gives information on our **planned approach for phases 3 and 4**. We hope it's helpful.

During phase 1, the full lockdown period, we continued to provide an emergency repairs service. Estates and handyman teams remained working in communities, helping to keep areas safe and well maintained and our Wellbeing services were a constant - still supporting the most vulnerable. We also set up and still run several community support services with local partners, to deliver food and essential supplies to those in need. More than 900 meals are being delivered to homes every week.


**Next steps:** Over the coming weeks and months we'll move in to phases 3 and 4 though we don't have timescales for these yet. We'll continue to broaden the range of services we offer, always following Scottish Government advice, including cleaning surfaces, hand washing, social distancing and wearing face masks in certain situations.




We will keep our website and social media channels up to date with service news.


**In the meantime, please stay safe and our contact details are on the back page of this leaflet if you'd like to talk over anything about our services that's giving you concern.**

*OUR VISION  
EXCELLENT HOUSING  
IN VIBRANT  
COMMUNITIES.*

*OUR VALUES  
RESPECT  
ASPIRATION  
INTEGRITY*

Area	Phase 1	Phase 2	Phase 3	Phase 4
<p><b>Accessing our offices &amp; services</b></p> 	<p>All offices and facilities are closed.</p> <p>You can contact us Monday to Friday 9am-5pm on 0808 143 2002</p> <p>Emergency repair service available 24/7 on 0808 143 2002</p> <p>Other methods to contact us are available and these are outlined on the last page.</p> <p>Remember our Housing and Financial Inclusion (FIT) teams are still working should you need support.</p> <p>QC Wellbeing Services continue to provide essential support services.</p>	<p>All offices and facilities remain closed.</p> <p>You can contact us Monday to Friday 9am-5pm on 0808 143 2002</p> <p>Emergency repair service available 24/7 on 0808 143 2002</p> <p>Other methods of contact are available and these are outlined on the last page.</p> <p>Virtual meeting facilities will be available for discussion with Housing and FIT staff but only by appointment.</p>	<p>Our offices remain closed to the public, however virtual appointments with housing officers will be available where necessary.</p> <p>Home visits in relation to anti-social behaviour issues reintroduced.</p> <p>Wellbeing for Older People monthly home visits reintroduced.</p> <p>You can contact us Monday to Friday 9am-5pm on 0808 143 2002</p>	<p>Our offices and facilities will begin to be open to the public. More detail will be available on the website, social media and via posters as this begins.</p> <p>Face to face appointments including home visits will be available, but we will continue to offer virtual meetings were preferable.</p> <p>Gradual introduction of activities that can be done safely for Wellbeing customers.</p>

Area	Phase 1	Phase 2	Phase 3	Phase 4
<p><b>Repairs &amp; Maintenance</b></p> 	<p>The maintenance service is reduced to emergency repairs and gas servicing work only. Staff and contractors will follow new safety guidance.</p> <p>Handyperson, close cleaning &amp; landscape maintenance services are provided, but limited to essential areas.</p>	<p>Service provision will be increased to include the delivery of urgent and common area repairs such as gutter cleaning, roof work and external decoration.</p> <p>We will restart Electrical testing in our properties.</p> <p>Close cleaning and landscape maintenance will return to full service.</p>	<p>Service provision will be increased to provide:</p> <ul style="list-style-type: none"> <li>• Routine and non-urgent repairs</li> <li>• Fire detection upgrade programme</li> <li>• Medical adaptations</li> <li>• Opening of play areas</li> </ul> <p>Routine repair timescales will be longer - up to 28 days - whilst we catch up the backlog. We will aim to complete all repairs as soon as possible.</p>	<p>The maintenance service will be operating fully and we will be able to offer our Home Team service again.</p>
<p><b>Moving home</b></p> 	<p>No home moves permitted.</p> <p>Empty homes to be held.</p>	<p>Empty houses will be made ready for letting.</p> <p>Restrictions on house moves will be lifted for emergency housing needs.</p> <p>Our focus will be on emergency lets such as those facing homelessness or fleeing domestic violence.</p>	<p>Further restrictions on house moves will be lifted.</p> <p>We will reintroduce viewings and allocations to people already on our housing list and those looking to transfer.</p> <p>Welcome to your Home visits will be restarted.</p> <p>Our Wellbeing 60+ team will support new tenants into the service.</p>	<p>New applications for housing will be processed and housing options interviews resumed.</p>
<p><b>Estate Caretaking</b></p> 	<p>Reduced service with focus on emergency repair response, fire safety patrols, bin rotation, bulk uplift and essential cleaning only.</p> <p>CCTV hub continues to operate 24/7 ensuring emergency repair response.</p>	<p>Service provision will be increased with more staff hours available.</p> <p>More frequent cleaning of touch points as more people are moving about.</p> <p>Regular deep cleans of foyers and landings will restart.</p> <p>Caretakers will resume some urgent repair work.</p>	<p>The Estates team will be operating a full service which includes resuming the fire detection upgrade programme.</p> <p>Increased level of nightshift security patrols.</p> <p>Play areas re-open and safety checks are reintroduced.</p>	<p>The Estates team able to offer Home Team Service again.</p> <p>Estate visits and inspections by Housing Officers will start again.</p>

Area	Phase 1	Phase 2	Phase 3	Phase 4
<b>Community activities &amp; facilities</b> 	<p>Our community facilities are closed and activities suspended. Online alternatives offered where possible.</p> <p>Growing spaces can remain open with restricted access.</p> <p>Emergency community support initiatives developed with partners.</p> <p>All volunteering is suspended.</p>	<p>Our community facilities remain closed for activities.</p> <p>More activities are available online such as ESOL classes, singing and mindfulness.</p> <p>Our community support initiatives continue, as long as there is demand.</p>	<p>Our community facilities start to reopen with limited use for small groups / socially distanced activities.</p> <p>All outdoor activities can restart – in line with new safety guidance.</p> <p>Our digital inclusion programme will be refreshed with a new digital access project.</p> <p>New Community Opportunities project will start engagement work.</p>	<p>All projects and activities can restart and facilities reopen – in line with safety guidance. We will produce our “What’s On” Guide, available on our website.</p> <p>Volunteering opportunities will start to become available again.</p> <p>Large community gatherings may not be permitted for some time.</p>



# Get in touch

Call **0808 143 2002**  
Visit **[www.qcha.org.uk](http://www.qcha.org.uk)**  
Email **[contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)**  
Follow **[www.twitter.com/QueensCrossHA](https://www.twitter.com/QueensCrossHA)**  
Like **[www.facebook.com/QueensCrossHousing](https://www.facebook.com/QueensCrossHousing)**

We have also developed our own Queens Cross app to help you manage your home and tenancy matters.

**You can:**

- Report and track repairs
- Check your rent balance and pay in to your account
- Report anti-social behaviour
- Update your personal information
- Make a complaint or a compliment.

**To get started, download the app from Apple App Store or Google Play Store. Just search ‘Queens Cross app’ or scan the QR code (right).**

