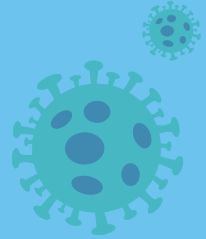




Queens  
Cross  
Housing  
Association

# COVID-19 AN UPDATE ON TENANT SERVICES



**We hope you're staying safe and well. We want to reassure you that though some of our services are affected by the pandemic and the new lockdown, our staff are still working.**

This leaflet tells you about the services available to you and how we can help with food, on-line activities and money, benefits and energy advice (see back page for details).

## GETTING IN TOUCH

Our offices remain closed so we can't meet you in person but we can talk face-to-face using smart phones or online.

You can get in touch with us **Monday-Friday, 9am-5pm** by:

Calling **0808 143 2002** or emailing **contactus@qcha.org.uk**.

You can also use the QCHA app to stay in touch, this provides lots of options including checking and paying your rent, reporting essential repairs and updating the information we hold on you.

Download it from the App Store or Google Play. You'll need your tenancy number to set up an account but, if you don't know it, call us, we're happy to help.



## HOUSING SERVICES

Our housing teams are working and available should you want to discuss your Association tenancy, your rent payments or neighbourhood issues.



## REPAIRS AND MAINTENANCE

Current restrictions mean we can only carry out emergency or essential repairs and maintenance in homes where there is a risk to a household's health or safety.



## INSPECTIONS

Gas safety inspections continue. All other home inspections are postponed until further notice.



### Remember **FACTS** for a safer Scotland

**F**

Face coverings



**A**

Avoid crowded places



**C**

Clean your hands regularly



**T**

Two metre distance



**S**

Self isolate and book a test if you have symptoms



[nhsinform.scot/coronavirus](https://nhsinform.scot/coronavirus)  
#WeAreScotland



*HELP US AND YOURSELF TO STAY SAFE*

**Remember  
FACTS**

Our staff follow Covid guidelines when they're in our tenants' homes for essential or emergency work.

Please help protect them and yourself and them by wearing a mask and adhering to social distancing measures when they visit.

# SUPPORT SERVICES

## ENERGY ADVICE



Looking for advice on reducing gas and electricity costs? We can provide support and advice on reducing fuel bills, managing fuel debt, switching supplier or applying for a fuel crisis payment.

Call us on **0808 143 2002** or email **energyadvice@qcha.org.uk**.

## FOOD DELIVERY SERVICE



We're working with local partners to deliver weekly food and essential supplies to those in need. More than 900 meals are being delivered to homes every week.

Call us on **0808 143 2002** to find out more.

## RENT AND MONEY ADVICE



If you're having difficulties paying your rent, it's important you contact our housing team as soon as you know there's a problem.

We can talk to you about paying your rent arrears in instalments, benefits you may be entitled to and support from our benefits and money advice services.

## WELLBEING ACTIVITIES



We're running lots of wellbeing activities for adults and children online. From cooking to fitness; yoga to mindfulness to free books from the Dolly Parton Library.

For information, visit the QCHA Social Regeneration Facebook page, call the team on **0808 143 2002** or email **socialregeneration@qcha.org.uk**

# Thank you and please stay safe



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