



REPAIRS & MAINTENANCE UPDATE

Covid-19 (Coronavirus) Guidance from January 2021

In light of the increase in positive cases of Covid-19 across England and throughout London in particular, New World's maintenance service will be limited again from 4th January 2021 to emergency repairs only until further notice.

Our overriding priority is the safety of tenants, staff and contractors during this current difficult period and we are therefore asking all of our residents to avoid reporting any non-urgent repairs until notified otherwise.

Examples of non-urgent repairs include extractor fan faults, dripping taps, lighting (other than in bathrooms), blocking holes and minor carpentry tasks such as kitchen unit repairs.

We will continue to respond to emergencies such as loss of heating, burst water pipes, overflowing sewage and electrical faults which cannot be isolated and are likely to cause shock or fire.

If you do have to report an urgent repair, you will be asked to answer the following questions as part of our Covid risk assessment:

- Do you or anyone in your household have any Covid-19 symptoms or are self-isolating?
- Have you had close contact with someone who has been diagnosed or told to self-isolate by NHS 111?
- Have you or any member of household returned from overseas within the last 14 days?
- Is anyone in your household classed as vulnerable?

Please be assured that if our contractors are due to attend:

- Residents should not enter the room where the works are being carried out
- Contractors will be wearing PPE to protect themselves and the occupants, and will have access to hand sanitiser
- Social distancing is expected at all times by residents and engineers



We thank you for your understanding and we will endeavour to restore our maintenance service back to normal as soon as it is safe to do so.

*Thank you,
New World Housing Association Ltd*

New World Housing Association Ltd 8 Grange Mills, Weir Road, Balham, London SW12 0NE

 telephone
020 8675 0320

 text service
07552 552814

 fax
020 8675 9388

 email
info@newha.co.uk

 website
www.newha.co.uk