



Important Information

With the continued impact of Coronavirus we have produced the following update to give you information on how the virus is impacting the services we deliver and to give some other general information.

We are still here

Our offices have been closed since the 23rd March 2020 in order to comply with the guidance issued from the Government. However, our staff can still be contacted for any enquiry you might have. Please telephone **0141 887 4053** and you will be able to talk to a member of staff.

Welfare Rights – here to help

The impact of the virus is increasingly affecting many people in terms of employments and income they receive.

If you have been affected in some way and you are concerned about the financial impact of the virus there are a couple of ways we can help.



Universal Credit (UC) – Our staff are helping people to access financial support that they are entitled to during this period. There is a huge increase in people having to access Universal Credit (UC) and the system is under great pressure.

If you are having to make a claim for UC but are struggling to understand the process, our Welfare Rights Officers may be able to help you to understand your options and what support may be available. Please do not hesitate to contact us as we want to help you.

Struggling with Rent – We also understand that you might have worries about paying your rent or any rent arrears you might have. We want to assure you that we are keen to help to reduce your concern.

If you are in a position where you think you are struggling to keep making payments then please phone on **0141 887 4053** and speak to a member of the Housing Team who will be happy to work through options with you.

Our Welfare Benefits staff are also available to carry out general checks on any of your current benefits to make sure you are getting as much income as you can. Please do not hesitate to give us a call if you have a financial concern.

Repairs

In order to help with the need to have as little contact between people, our repairs service will now only deal with emergency repairs. We apologise for this however we do hope you understand the reason why.

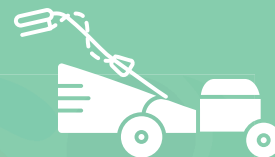
Emergency repairs can still be reported by telephoning the office on **0141 887 4053**. This is the same number to ring for emergencies, out of hours or at the weekends and you will be transferred to our emergency callout team.

Gas Servicing



We have also postponed our Annual Gas Servicing schedule at the moment to reduce contact with people who are not in your immediate household. We are waiting till there is a change in advice before looking to restart our Gas Servicing schedule. However, if you do have an emergency gas repair then please telephone us on **0141 887 4053** for more advice.

Grounds Maintenance Services



FPHA have appointed a new contractor called Caledonian Maintenance Services to carry out communal grass cutting and attend to those people on the Garden Tidy Scheme.

At the moment we have had to postpone the start of the grass cutting. This is to prevent contact between people who are not in an immediate household.

Whilst Grass Cutting takes place outdoors, there is the need for the staff to be in contact in their depots and travel together in vehicles, meaning there is the risk of the virus being transferred. We are continuing to review this and will look to commence the service as soon as possible.

Anyone who is part of the Garden Tidy scheme and makes payment for this will receive a refund.

Close Cleaning

We have also temporarily postponed our close cleaning service and will look to restart this once government guidance changes.

Allocation of Houses



We have also temporarily postponed our allocation of houses. We will be contacting applicants who have been offered housing to keep them up to date with the situation.

Bulk Uplifts

We have also temporarily postponed our Bulk Uplift service and will look to restart this once government guidance changes.

Other Help

The community of Ferguslie has pulled together and a huge thanks goes out to the volunteers of Ferguslie Support Group who are helping to distribute food to people in need.

If you are struggling with basic essentials or are self isolating then the Ferguslie Support Group may be able to help. The group can be contacted on **07309 862681**.

At the time of writing this update please be aware that the Pharmacy, Doctors Surgery and NHS Clinic at the Tannahill Centre still remain open to the public. The telephone details for these services are:

Doctors Surgery • 0141 889 7631

NHS Clinic • 0141 314 0512

Pharmacy • 0141 849 1030

If you are feeling alone

One of the big impacts of Coronavirus is that people are not having the normal contact with people that they are used to having. This means that isolation and loneliness is one of the problems many of us are having to deal with. The Association staff have been phoning people that we know are vulnerable every few days to check in on them and just have a blether. However, if you are on your own and want someone to have a chat with, then phone us on **0141 887 4053** and we will buddy you up with a member of staff who will be happy to give you a regular call to have a chat.

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