

Our Service Delivery Plan During Coronavirus (Covid-19)

In order to keep residents, staff and contractors safe, White Horse Housing Association (WHHA) has continued to review its response to the Coronavirus outbreak and further measures have been put into place to try and reduce the spread of the virus. This statement sets out the current level of service we are able to provide following the Government's latest announcement on further restrictions in movement.

Our office remains closed to all visitors until further notice. All non-essential home visits have also ceased. There will be limited staff in the office at any time with the remainder working from home.

Please continue to call our normal office number – **01380 850916** - to speak to a member of staff or email us at info@whitehorsehousing.co.uk if you have any questions.

From the week commencing 23 March 2020 we will only be providing an **emergency repairs** service to all our tenants. Any routine or non-essential repair work is no longer possible, and you will have to wait until the current restrictions are lifted before a normal service can resume. Some servicing of appliances will also continue – gas boilers for example - but all other routine and planned work has been postponed. The emergency out of hours number remains the same as before - **07623 945 292**. Please note, this is solely for serious situations that pose a danger to life or property.

We appreciate that this is a worrying time for all and wish to reassure you that WHHA will continue 'business as usual' for as long as we can. I do hope you appreciate the measures we are taking to help protect everyone involved.

The staff and Board of White Horse Housing Association would like to thank you for your co-operation, stay safe and we hope that our service will be able to go back to normal as soon as possible.

Steve Warran
Chief Executive