



Dear Tenant,

Impact of Covid Restrictions on St Leger Homes' Services

You will have heard that the Government implemented new national lockdown restrictions on the 5th January 2021.

We want to let you know what this means for the services you receive from St Leger Homes. In essence we will strive to deliver all the usual services to you with the same customer service standards, but sometimes in a different way or taking a little longer than usual.

Currently our service provision is unchanged, except for:

- Our Area Office receptions remain closed.
- If you have reported a scheduled repair, due to a small backlog there may be a delay and we may need to contact you to complete the repair in another delivery month. Please be assured we will contact you to let you know if this is the case – there is no need for you to ring us.
- Communal halls/centres remain closed to the public.
- You are still permitted to move house and if you need to drop off keys to your property, please only do so at the following 4 offices:
 - Civic Building, Town Centre – keys can be handed in at the counter in a sealed envelope.
 - Our offices at Bridge Street, Thorne; Mexborough Business Centre, Mexborough; and Adwick Town Hall, Adwick are closed but you can still return keys at these offices by putting them in a sealed envelope and posting them in our external post boxes. Please write the property address on the outside of the envelope.

The latest Government guidance allows us to work in tenants homes.

In order to keep you and our staff safe when we visit your home, our staff will wear a face covering or visor throughout the visit. This helps to reduce any risk. We have put in place sensible precautions for you and our staff, which includes cleaning of hands and works surfaces during and after work.

We would ask that whilst our staff are in your property, you and anyone in the property with you, continue to adhere to all social distancing guidelines, maintaining a 2 metre distance at all times.





If our visit is to undertake a repair, where possible please move to another room away from where our staff are working. It would also help to keep our staff safe if you and people in your home also wear face coverings if you need to be in the same room as our staff.

If you have been advised to shield because you are clinically extremely vulnerable and wish to postpone any work, please let us know in advance.

To comply with Government guidance we still need to visit your property to carry out gas or solid fuel servicing, as this is important for your own health and safety. Our servicing programme starts again in February 2021. Please contact us nearer the time if you have any specific concerns in this regard.

If you are struggling to pay your rent, or you need wider support due to loneliness, or require mental health support, please contact our Customer Access Team on 01302 862862.

Unfortunately, because the situation regarding Covid restrictions can change at very short notice we are not able to write to you every time a change happens. Instead we have set up a recorded phone message advising of any changes to service delivery, which you can access by ringing 01302 862862. We will also continue to update our website and social media with the latest information around service provision wherever necessary.

Finally, if we need to visit you, we would ask that if you have tested positive and are currently isolating, or are isolating because you think you have symptoms and are waiting to take a test, or waiting for a test result, please let us know in advance so that only necessary safety related visits are carried out. Our member of staff will also ask you this before entering your home and we ask that you respect the reason and necessity to ask this.

Thank you for your continued support and co-operation during these difficult and changing times. By being careful and considerate of each other, we will be able to still deliver the services you need and keep all of us safe.

Yours sincerely,

A handwritten signature in black ink that reads 'Dave Richmond'.

Dave Richmond
Chief Executive of St Leger Homes of Doncaster

