

Coronavirus (Covid-19) Co-op Update

Co-op office

As you'll be aware the Co-op office in Drury House is currently closed and all staff are working from home until we're advised by government that it is once again safe to open.

We continue to provide a telephone service on [020 7622 4495](tel:02076224495).

You can also email us on: Team@patmorecoop.org.uk

We're asking you to use this general email address so that we can be sure that someone is able to respond to you.

Thank you for your patience during this difficult period.

Vulnerable residents

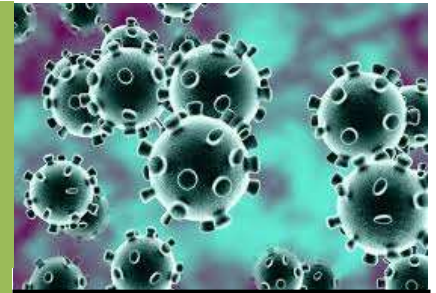
The Co-op has been working to update our list of vulnerable residents and have been ringing to check on them and to check if they require any additional help. **If you haven't heard from us please do get in touch on 020 7622 4495**

If you are thought to be extremely vulnerable on medical grounds the government will have written to you personally. If you haven't received this letter and feel you are extremely vulnerable please speak to us.

We would also ask everyone to check on their neighbours during this period, whilst remaining safe. If you have any concerns regarding your neighbour, please contact us.

Free Food at the Yvonne Carr Centre!

Waste Not Want Not are preparing free hot meals for local residents every Tuesday/Wednesday/Thursday from 1pm to 5pm



Government Advice

As we pass three weeks since the government advised everyone to stay at home it's important to be clear on what this is.

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family. You can spread the virus even if you don't have symptoms.

Keep Your Distance!

You will have noticed that all of the play areas on the estate have been locked in line with government instructions about the need for people to keep their distance from each other at this time.

Unfortunately, we are receiving reports that some residents are ignoring this and are either meeting up with friends, exercising in groups or playing. Please don't do this!

If we are to keep all of our friends and neighbours safe everyone must stay in side as much as possible and, when you do go out, you must keep away from anyone not in your household

HELPLINES

Wandsworth Council: 020 8871 6000

Wandsworth Council Community Resilience Hub + COVID-19 hotline: **020 8871 6555**

Email: covid19support@richmondandwandsworth.gov.uk

Lambeth Council: 020 7926 2999 helpline

www.lambeth.gov.uk/coronavirus-covid-19/

Freephone 24-Hour National Domestic Abuse Helpline: 0808 2000 247

Battersea Mutual Aid Group

This grassroots initiative is organising Mutual Aid support groups on every street. To get involved email: batterseamutualaid@gmail.com or visit www.facebook.com/groups/BatterseaMutualAid

Citizen's Advice Wandsworth

Walk-in appointments are now closed. Instead call: **0300 330 1169** 10am-4pm Mon- Friday

Wandsworth Foodbank 020 7326 9428

The Foodbank is only doing home deliveries now. You can find out more at:

www.wandsworth.foodbank.org.uk Email : info@wandsworth.foodbank.org.uk

Waste Not Want Not 0747 766 0692 (Text is preferred)

A waste food charity organising food packages.

The Venue, Park Court, Doddington & Rollo Estate, Battersea Park Rd, SW11 4LD

www.careplace.org.uk - London's centralised source for care and community services, information and guidance.

The Silver Line: 0800 470 8090

A confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Rubbish Disposal

Whilst refuse collections are continuing as normal please help us to keep the estate as clean as possible by putting your rubbish in the bins provided and not alongside them.

We are also asking you to hold back on the 'Spring Clean' until we are returning to normal as the waste collection service is under great pressure at this time.

Emergency repairs for Council tenants

During this period, the Co-op will be providing an emergency repairs service **ONLY** and the repairs that we will attend to are listed below.

- Serious leak/flooding
- Loss of power or other service
- Dangerous window
- Insecure front door to your home
- Annual gas servicing
- A serious health & safety risk

From 5 pm, please contact by Wandsworth Council) on **020 8871 7490**.

For any boiler or heating repairs, please continue to report directly to PH Jones on **020 3657 0304**.

Concerns about paying your bills

The Council has confirmed it will be relaxing its normal rules on rent arrears and non-payment of council tax. Allowances will also be made for leaseholders who are struggling to pay their service charge bills. However, people are strongly encouraged to continue paying these bills if they are able to.

You must contact the rent collection service on **020 8871 8987** if you are concerned that you cannot maintain rent payments as a result of the outbreak.

Thank you and stay well.