

Coronavirus (Covid-19) Co-op response to the pandemic

You have no doubt heard the news that much of Europe is facing a coronavirus pandemic.

The advice from the UK Government is for people;

- to focus on personal hygiene,
- to self-isolate if you are showing any symptoms,
- to avoid unnecessary travel and contact with others.

Stringent new measures for pregnant women, those aged over 70 and people with certain health conditions have also been put in place and **residents in this group are requested to stay home for 12 weeks.**

We take the health of our employees and residents extremely seriously as well as the need to continue to service our residents at this difficult time.

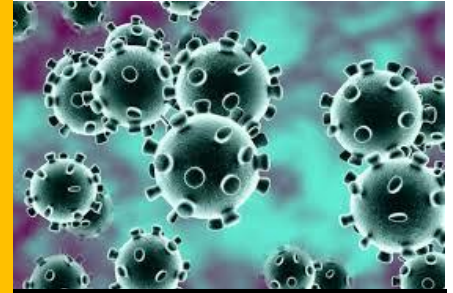
Our overriding aim is to continue to support our residents, without jeopardising the health and safety of our employees and you.

As a responsible management agent, Patmore co-op is following the advice of the UK Government and so we will be making changes to the way we deliver our services.

Vulnerable residents

The Co-op appreciates that many of our residents are vulnerable and will require support during this period. The Co-op is hoping to put in place a welfare check system, whereby we will be telephoning our elderly, sick and or disabled residents routinely to check on their welfare and to ascertain if they need any advice and or practical support during this period.

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



Co-op office

The Co-op office will be closed to all visitors from **Thursday 19th March 2020** until further notice.

The Co-op will continue to provide a telephone service on [020 7622 4495](tel:02076224495).

Members of the team will still be contactable via e-mail, but we are encouraging residents to use the Co-op's general email address to direct service requests.

Please email:

Team@patmorecoop.org.uk

Employees of the Co-op maybe working remotely during this period.

We ask that you remain patient during this difficult period.

Any appointments and home visits booked have now been cancelled.

Other Help

Many **Supermarkets** are setting aside an hour for elderly and vulnerable shoppers

Mental Health – www.mentalhealth.org.uk useful advice on preserving your mental health during the pandemic

Wandsworth Age UK – www.ageuk.org.uk/wandsworth - help and support including food parcels

Foodbanks – www.vauxhall.foodbank.org.uk is the nearest to the estate at 105 Tyers St, SW11 5HS

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.

If the repair is not on the list, it will not be attended to but will be recorded and planned in for when it is safe to do so.

- An uncontrollable leak (burst pipe etc.)
- You have been a victim of crime and your property needs securing
- Blockage to a toilet where you only have one toilet in the property.
- A gas leak (National Grid emergency helpline 0800 111 999)
- Completing of annual gas service
- A complete loss of power

From 5 pm, please contact the Emergency Call Out number (operated 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.

The Co-op has introduced a screening program for contractors attending to repairs and working in residents' homes, so please let us know urgently if:

- **You or anyone else, currently living in your property, is suffering from Cold/Flu' like symptoms.**
- **You or anyone else, currently living in your property is self-isolating.**
- **You or anyone else, currently living in your property is suffering from/been diagnosed with 'Coronavirus'.**

Rent and service charge payments

Rent and service charge payments remain payable.

Please contact the Council to make payments using the debit and credit card hotline on 0800 021 7763, which is available 24/7. You will need your rent account and credit card numbers.

or

at www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/rent/pay-rent-online/

Estate cleaning

The estate cleaning service is not affected at this time and will continue.

We ask that all resident help the cleaning service by:

- Disposing of your waste in the correct manner
- Use the facilities provided
- Have consideration for the caretakers and your neighbours
- Reporting incidents to the Co-op on 020 7622 4495

Annual General Meeting

Having just called the AGM for 30th march 2020 we regret that we now need to postpone it. We're looking at innovative ways to hold it on-line and will contact you again with details for a re-arranged date.

Welfare benefits

If your finances change during this period, please contact housing benefit / council tax department on 020 8871 8081.

Other useful telephone numbers:

Universal Credit telephone 0800 3285644

DWP telephone 0800 7317898

Refuse and bulk collections

The refuse and bulk collections are not affected at this time and will continue.

For more information on coronavirus visit:

www.nhs.uk/conditions/coronavirus-covid-19/

The Co-op will continue to provide updates on all the above as the advice changes.

Please contact us if you have any questions.

Thank you and stay well.

