

Services	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4	Non-Covid phasing
	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1	Level 0	
Repairs	Emergency repairs Essential Urgent repairs	Increased service in line with revised procedures Backlog repairs	Increased service in line with revised procedures Backlog repairs	Full service in line with revised procedures	Full service in line with revised procedures	Full service
Planned Maintenance	Grounds Maintenance Essential H&S checks and testing Plans prepared for restart in line with industry & Health & Safety guidance	Full service in line with revised procedures Essential H&S checks and testing	Full service in line with revised procedures Essential H&S checks and testing	Full service in line with revised procedures All H&S checks and testing	Full service in line with revised procedures	Full service
Development	Sites open in line with revised procedures	Sites open in line with revised procedures	Sites open in line with revised procedures	Sites open in line with revised procedures	Sites open in line with revised procedures	Full service
One Stop Shop	Emergency adaptations only	Priority Adaptations	Full service in line with revised procedures	Full service in line with revised procedures	Full service in line with revised procedures	Full service
Allocations / Re-lets	Offers and allocations made in line with revised procedure to minimise face to face contact	Offers and allocations made in line with revised procedure to minimise face to face contact	Offers and allocations made in line with revised procedure to minimise face to face contact	Offers and allocations made in line with revised procedure to minimise face to face contact	Full service in line with public health advice.	Full service
Arrears Management / Financial Inclusion	Management through phone calls, FaceTime, WhatsApp and letters	Management through phone calls, FaceTime, WhatsApp and letters	Management through phone calls, FaceTime, WhatsApp and letters	Management through phone calls, FaceTime, WhatsApp and letters	Full service in line with public health advice.	Full service
Estate Management	Revised cleaning routine	Amended service in line with public health advice.	Amended service in line with public health advice.	Amended service in line with public health advice.	Full service	Full service
Customer Services	Office closed to public	Office closed to public	Office open only for pre-arranged visits	Office open only for pre-arranged visits	Office open only for pre-arranged visits	Full service
Housing Support service	Phone contact and support only	Phone contact and support only	Phone contact and support with emergency visits allowed in line with revised procedures.	Full service in line with public health advice.	Full service in line with public health advice.	Full service
Tenant Engagement	Web based and social media	Web based and social media	Web based and social media	Web based and social media	Small meetings possible subject to physical distancing	Full service
Office Management	Home working as standard with minimum numbers in office to carry out essential works	Home working as standard with limited numbers in office to carry out essential works	Home working as standard with limited numbers in office to carry out essential works	Remote working option available for all staff. Increase numbers of staff in office in line with revised procedures.	Remote working encouraged. Option for staff to return to office in line with revised procedures.	Full service