

Services	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4	Non-Covid phasing
Repairs	Emergency repairs	Emergency repairs Essential Urgent repairs	Emergency repairs Urgent repairs Priority backlog repairs	Increased service in line with revised procedures Remaining backlog repairs	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	Priority Works commenced upon meeting Phase 2 of industry restart plan Essential H&S checks and testing Main focus on external works	Priority Works increased in line with the 6 phase industry restart plan Essential H&S checks and testing Continue external works and commence planning for some internal works	Priority Works increased in line with the 6 phase industry restart plan All H&S checks and testing Continue external works and commence some internal works	Full service in line with revised procedures	Full service
Development	Plans prepared to re-open	Sites open in a phased way on completion of meeting Phase 2 of Industry restart plan	Workforce and output increased incrementally in line with the 6 phase industry restart plan	Workforce and output increased incrementally in line with the 6 phase industry restart plan	Workforce and output increased incrementally in line with the 6 phase industry restart plan	Full service
One Stop Shop	Emergency adaptations only	Priority Adaptations commenced upon meeting Phase 2 of industry restart plan	Priority adaptations increased in line with the 6 phase industry restart plan Priority backlog adaptations commenced	Increased service in line with revised procedures Remaining backlog adaptations commenced	Full service in line with public health advice.	Full service
Allocations / Re-lets	No allocations	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	Work can increase as waste recycling centres are opened	Full service in line with public health advice.	Full service in line with public health advice.	Full service	Full service
Customer Services	Office closed to public - emergency rota for staff in office	Office closed to public - emergency rota for staff in office	Office closed to public - emergency rota for staff in office	Office closed to public - increased rota for staff in office	Office open only for pre-arranged visits - staff in office on rota basis	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 limited 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	Increase numbers of staff in office in line with new rota system. Remote working option available for all staff New cleaning regime implemented	Full service in line with 'Trace and Protect' procedure. Remote working encouraged New cleaning regime implemented	Full service
<b>Commencing</b>	<b>From 23-March-20</b>	<b>28-May-20</b>	<b>19-Jun-20</b>	<b>In line with Government recommendations</b>		

IF THERE ARE ANY AREAS OF SERVICE NOT COVERED ON THE PLAN OR YOU REQUIRE CLARIFICATION ON PLEASE CONTACT THE OFFICE.