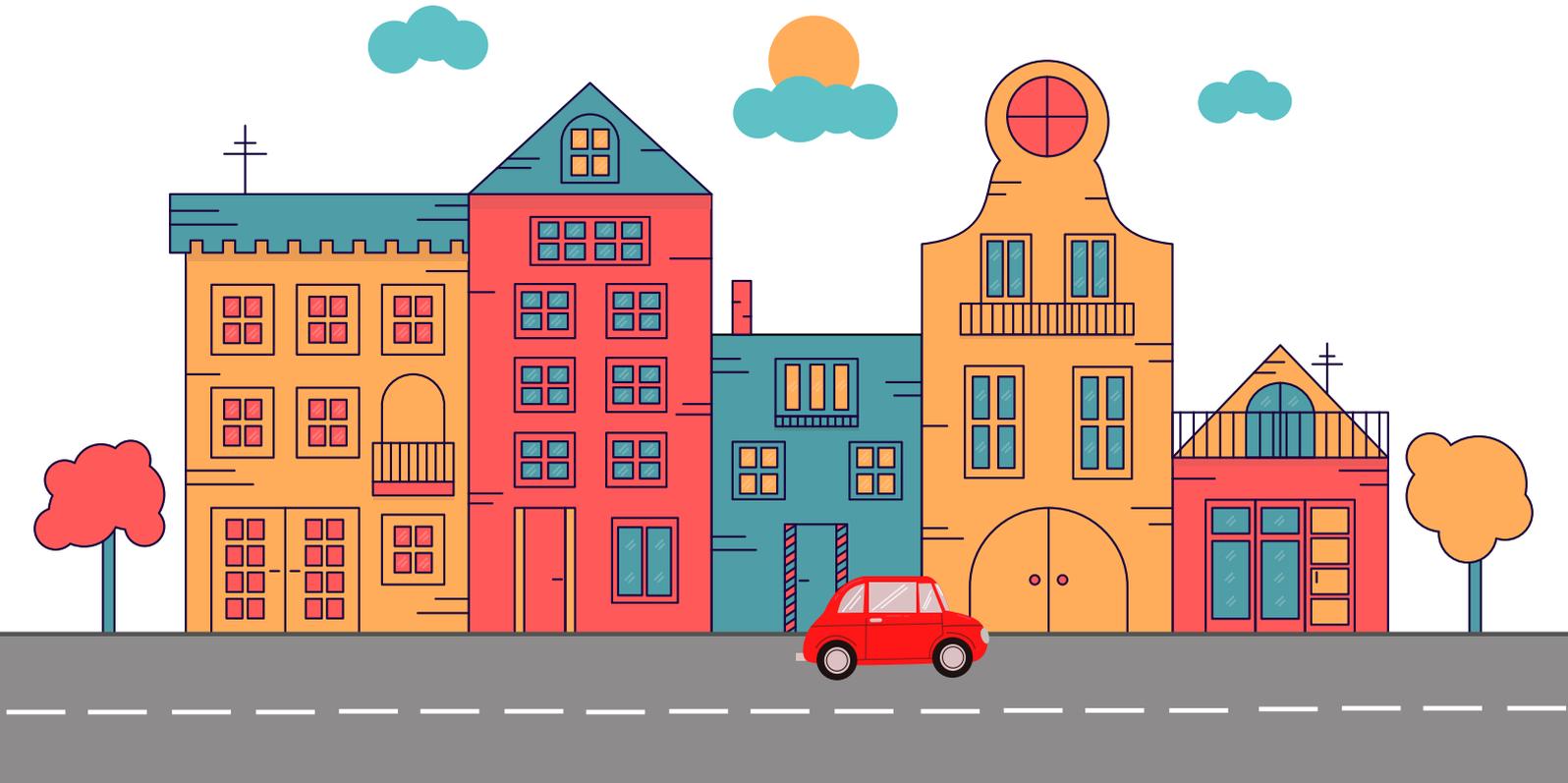


New Gorbals Housing Association

Road map out of lockdown



Our Coronavirus Response

Our services have gone through huge changes this year in response to Covid-19. From March, many non-essential services were suspended but we have already restarted many of these, in line with the Scottish Government's lockdown easing and our own safety measures. Further easing may be introduced as part of the Government's phase 4. Read on for more information on the services we are running and what we are planning to do in the near future. If you have any queries call us on 0141 429 3900 or email admin@newgorbalsha.org.uk. You can read more about the Scottish Government's lockdown phases at www.gov.scot

Service	Where we are now	Going forward
Office Access 	Our office remains closed to visitors. A small number of our staff are working from the office to complete tasks they cannot do at home.	Up to 20 staff members will be based in the office from September. The office will remain closed to the public until at least phase 4.
Development 	Construction sites have reopened, but we are not yet ready to go on site with upcoming projects.	We plan to go on site with two new developments. Northgate should begin in September.
Home Visits 	Home visits from staff are suspended. We will only visit you for repairs or gas safety checks.	Home visits may start in line with phase 4 measures. Physical distancing will be required.

Service	Where we are now	Going forward
<p data-bbox="140 216 312 247">Moving Home</p> 	<p data-bbox="550 216 975 445">We are letting to priority cases from our existing housing lists. Strict safety protocols are in place for viewings and sign ups. We are not processing new applications at this time.</p>	<p data-bbox="1027 216 1452 406">Physical distancing measures will remain in place for some time. We will process new applications as soon as circumstances allow, hopefully from around November.</p>
<p data-bbox="132 501 225 533">Repairs</p> 	<p data-bbox="550 501 979 695">We are working through the backlog of routine repairs that have been reported since March. Work in communal areas has restarted. Strict safety protocols are in place.</p>	<p data-bbox="1027 501 1442 650">Our repairs service has resumed with strict safety measures in place. Please inform us if you unwell or self isolating before we visit you.</p>
<p data-bbox="140 736 344 768">Emergency Food</p> 	<p data-bbox="550 736 975 930">Since March, we have delivered emergency food parcels to those who need them. Collection is now available at drop in sessions. Call for more details about how we can help.</p>	<p data-bbox="1027 744 1442 938">We will continue to run this service while we have funding. Further efforts will be made to signpost those using the service to more long term support options.</p>

Service	Where we are now	Going forward
<p data-bbox="142 225 322 255">Welfare Rights</p> 	<p data-bbox="550 225 975 378">Our Welfare Rights Team are still available by phone and email. If you are struggling or need help with the benefits system, please get in touch.</p>	<p data-bbox="1027 225 1441 378">Contact will remain via phone and email until it is safe to hold face to face meetings again. This may be in line with phase 4 measures.</p>
<p data-bbox="142 430 440 460">Community Engagement</p> 	<p data-bbox="550 430 967 617">All scheduled activities and events are suspended. Our team are focusing on food and fuel, but also offering activity and learning packs. Call or email to find out more.</p>	<p data-bbox="1027 430 1425 540">Contact will remain via phone and email until it is safe to hold face to face meetings again.</p>
<p data-bbox="134 673 451 703">Caretaking/Close Cleaning</p> 	<p data-bbox="544 673 963 826">Cleaning in multi-storey buildings will continue at an increased level, with more staff back at work. Close cleaning is ongoing.</p>	<p data-bbox="1023 673 1433 781">Close inspections will restart in line with stage 4 of the Scottish Government's lockdown measures.</p>
<p data-bbox="134 874 261 904">Gas Safety</p> 	<p data-bbox="544 874 943 986">This essential service is carried out with strict safety protocols. Let us know if you are self isolating.</p>	<p data-bbox="1027 874 1449 986">Current arrangements will remain in place until physical distancing is no longer required.</p>