



Repairs & maintenance


Covid-19 information leaflet Updated 1st October 2020

Our office is closed, but we are still working and providing essential services. This includes repairs. You can keep in contact with us by phone, email or online via our social media pages. We have instructed contractors to take extra precautions when visiting your property - more details in this leaflet. Please bear with us during this difficult time.

Contacting us

Keniston staff are mostly working from home, but some are now in the office taking routine repairs calls. You still cannot visit in person.

 **Keniston emergency repairs** Mon-Fri 9am-5pm 01689 889702

 **Keniston routine repairs** Mon-Fri 9am-12.30pm 01689 889704

 **Clairglow heating and hot water:** 0800 074 8055

 **Out of hours breakdowns:** 01892 531421

For all other out of hours repairs emergencies

 **BAS** – for non-gas emergencies: 020 8854 8700

Visiting guidelines

- Contractors will call ahead of a visit and confirm with you if you or a member of your household are showing symptoms of the virus, if you are, then a decision needs to be made due to the urgency of the fault and whether the work can go ahead.
- If you are not showing symptoms, you will be asked to leave the key in a safe place or leave the door on the latch, to avoid direct contact during the visit and you will be asked to move to a separate room to enable the operative to work in isolation.
- On arrival and before entering the property they will wear gloves, mask and any other protective clothing needed and enter the property to carry out the works.
- On completion, they will verbally advise you and leave the property.

Please cooperate with the measures we have put in place to keep everyone safe.

Gas safety



We are working hard to make sure all of you stay safe during this corona virus pandemic; our legal obligations remain unchanged during this period and Clairglow Heating Ltd continue to carryout the usual gas safety checks to all homes with a gas supply.

We appreciate that in some cases this may prove difficult for residents but we shall make every effort to work with you to ensure the association meets its legal obligations and maintain compliance whilst keeping its residents safe.

When they come to your home, Clairglow will take all appropriate precautions. They will ask you to stay in another room while they work. **Full details on the next page.** If you are showing symptoms of the virus, you must tell Clairglow when you phone.

If you have no heating or hot water, you can still call Clairglow direct.



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Clairglow Heating COVID-19 working methods:

Clairglow Heating will be following the action plan detailed below to reduce the risk to all staff, contractors and residents being exposed to contracting and/or spreading the Coronavirus and will allow Clairglow Heating to continue delivering essential services through this period. This action plan will be under continual review in line with the government guidelines.

1. Booking and attending appointments:

When booking appointments residents are asked the following questions:

- Have you or anyone you live with shown signs or symptoms of the Coronavirus over the last few days? (a high temperature or a new, continuous cough)
- Have you or anyone you live with been diagnosed or knowingly been in contact with anyone who has the Coronavirus?
- Are you or anyone you live with currently in self-isolation?
- Are you over 70 years old?
- Do you have any health conditions?

Residents are asked to keep their distance from the operatives where practically possible (2 metres minimum). Ideally residents should stay out of the room we are working in. Operatives are required to phone on the day of the appointment, before their arrival to ask the same questions above.

Operatives are only to proceed with the appointment if safe to do so.

2. Operatives working in properties are required to:

- Wear gloves and mask.
- Operatives are to keep their distance from residents where practically possible (2 metres minimum). Ideally residents must stay in another room.
- Clean all working areas prior to their work commencing.
- Once the work has been completed, operatives are to wipe down any surfaces with antibacterial wipes.
- On completion of the work operatives are to leave the property, dispose of their gloves and cleaning materials into a bin bag and wash their hands.

3. Operatives working in properties with vulnerable residents that are high risk are required to:

- Assess if the appointment can be postponed.
- If it is decided to proceed with the appointment, then the procedure is as follows:
- Phone the resident ahead of the appointment to make arrangements to gain access to the property: Either, a key in a safe location or leaving the door unlocked for when the operative arrives.
- Residents will be required to isolate themselves in a room away from the operatives for the duration of the appointment and until the operative has left the property.

4. Residents with suspected or confirmed cases of COVID 19:

All work will be cancelled.

- Urgent breakdowns will be assessed on a case by case basis to assess the way forward.
- For breakdowns where a resident is without heating. Temporary heaters will be left outside the property for the resident to collect.
- Gas leak: The resident will be instructed on how to reduce the risk and will be asked to call the emergency provider (Transco) who will attend to isolate the supply.
- Water leak: The resident will be instructed on measures to control the leak. The water utilities company will be called to isolate the service in the unlikely event that this is required.



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Other essential services

Routine repairs

We have resumed taking routine repairs requests. Our phone line is open for a limited time each day:

Routine - Monday to Friday 9am to 12.30pm 01689 889704

If you have an emergency repair, please call:

Emergency - Monday to Friday 9am to 5pm 01689 889702

Common area safety works

We will continue to inspect critical and safety systems in common areas of flats such as fire alarms, emergency lights and lifts. To ensure that common areas are safe we will continue with grounds inspections and complete some minor safety-related maintenance.

Caretaking estate services

We are continuing to deliver caretaking services to all sites, whether it be external contractors or our own staff.

Caretaking staff will continue to clean thoroughly the blocks with more focus and additional cleaning in the busiest areas and attention to handles, stair rails, lifts and entry phone systems.

And continue keeping it free from litter spillages and other hazards. Keeping an eye out and reporting any health and safety items to us.

For gardeners or window cleaners – where there is no social contact - and they can practise social distancing then this will continue.

Other help & support

We are regularly updating our website and social media pages with up to date information and advice from the government, local councils and other reputable sources.

We have also published other information leaflets that may be useful to you. These are available to view on our website and will be updated as and when we receive new information. You will also find a detailed information leaflet from Clairglow.

<https://www.kenistonha.co.uk/about-us/our-policies/information-leaflets/>

If you require anything else relating to repairs or maintenance please e-mail
propertycompliance@kenistonha.co.uk

If you have a general enquiry, please email
enquiries@kenistonha.co.uk

Please visit our website www.kenistonha.co.uk where you will find lots of general information and help for residents. You will also find us on social media, just search Keniston Housing.

