

18<sup>th</sup> March 2020

Dear Tenant and Residents

Attached to this letter is a question and answer document that details Cirencester Housing's response to the Covid-19 virus also known as the coronavirus.

The Cirencester Housing team has been working hard to understand the impact on you, our tenants, our staff and contractors. This has resulted in us identifying changes that are necessary to ensure the delivery services and support to our tenants that we are implementing immediately as well as potentially in the future as the government changes its advice and instructions to the public, businesses and landlords.

Your Cirencester Housing team is committed to ensuring we are doing our utmost to providing you a reliable and approachable service during this time, and as such, are implementing the following customer service enhancements:

- 🏠 A new phone number for Repairs 0800 041 8377 that is free to phone from any UK mobile or landline has been set-up. It rings direct to NKS. We recommend you programme it into your phones as Cirencester Housing Repairs. This number may be used to report non-emergency repairs during the hours of Mon-Thur 8:30am to 5pm, and Fri 8:30am to 4:30pm. It is also the same number to use to report out-of-hours emergency repairs.
- 🏠 Increased phone-in hours generally available Mon to Friday, 9:30am to 4:30pm by calling our main number 01285 658 377. As a small staff team, we may not always be available to answer the phone and take your calls. Please do leave a message so that we may appropriately respond to your query. Please do not phone the office to report repairs.

As and when we update information concerning our response to Covid-19 virus, we will post it on our website as a link from our home page:

[www.cirencesterhousing.org.uk](http://www.cirencesterhousing.org.uk)

You may request that we post updates to you if you do not have access to regularly check for updates on our website. We will only post updates if you specifically request, which you may do so by phone, email, text or post.

Finally, as is indicated in the attached Q&A, we are truly concerned for your health and wellbeing. Please do let us know if you have concerns that we may be able to assist you with.

Sincere best wishes from all of us at Cirencester Housing



Maureen Margrie  
Chief Executive