

18.03.2019

Dear Resident

RE: Coronavirus/Covid19

We are writing to you with an update regarding Coronavirus and how LJHA are responding to this unprecedented and ever changing situation.

Can we begin by stating our number one priority at this time is your health and well-being and therefore the following measures are being put in place to try and best mitigate risks to you. We are taking advice from our Government, local authority; emergency services, NHS, and national organisations and the following measures are being put in place as a result of this.

1. Support

a. Needing support

We are working closely with leaders from our community organisations to work out how we all best protect and support our most vulnerable community members impacted by the Coronavirus (Covid-19) with underlying health conditions and those who are isolated.

It may be that you have support networks in place such as family or friends; however these support networks may also have to self isolate. If you would like to be considered for support, be that a phone call, help with shopping, meals etc, we would need your permission to share your details with the community volunteer network coordinated by Leeds Jewish Welfare Board. If this would be of benefit, would ask that you either:

Email info@ljha.co.uk or call 0113 320777

With your name, address and telephone number to give us permission

b. Offering support

We really appreciate all your offers of help for each other and we will be calling on you very soon, so keep an eye on our updates that will be coming through, both directly from LJHA and from other community organisations.

2. Reception

Our reception is now closed to the public until further notice. You can still contact us by phone or email.

3. Repairs

- a. Our repairs call centre staff will ask **everyone** requesting a repair if anyone in their household is self-isolating or has symptoms of Coronavirus.
- b. From **TODAY, Wednesday 18th March 2020**, LJHA will only be carrying out emergency or urgent repairs in your home. The decision on what is an emergency or urgent will be made on a case by case basis.
- c. When you are contacted regarding repairs or safety checks, please let us know if you are self-isolating. Additional measures are being put in place to reduce risks to both yourself, your neighbours and our contractors including opening windows, ensuring you are in a separate room to the contractor, protective work wear etc.

You can find more information about self-isolation and how to prevent the spread of Coronavirus from various sources, including the NHS and on Public Health England's website.

- d. If you do have symptoms of Coronavirus, LJHA will be limiting repairs in your home to emergency only.

4. Safety checks – e.g. Gas and electrical testing

Annual safety checks will still need to be undertaken and therefore we will require access to your properties to complete these. Appointments are dependent on both when certificates are due and also your property type.

5. Rent

If you normally pay your rent in cash, this facility is currently unavailable. If this applies to you, please contact us to arrange an alternative payment method.

For those of you who are in employment, we understand that finances are now of paramount concern.

Due to the unprecedented advice to self-isolate and the closure of businesses, we understand that many of you may be affected financially and therefore may be struggling to pay rent.

To anyone who has suddenly lost their income, please contact the benefits office immediately to initiate a claim, the sooner the claim is submitted the quicker payments can be made to you. Please also contact LJHA to advise us of your situation.

The following may help to give you further information:

Citizen's advice 03444 111 444

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you>

Step change 0800 138 1111

<https://www.stepchange.org/debt-info/debt-and-coronavirus.aspx>

Universal credit

<https://www.understandinguniversalcredit.gov.uk/coronavirus>

6. Development

The forthcoming development on Queenshill Avenue is still continuing. Unfortunately **the meeting later today is now cancelled**. More details on the development will be sent to you over the coming weeks.

We understand that these are unprecedented times that may cause anxiety but please be assured we are doing all we can to continue providing service to you that you need.

Kindest regards



Craig Simons
Director of Operation