

Service Area	Current Service Status May 2021	Next Phase	Comments
Office Closure	Office Closed in line with Scottish Government Guidance	Working from home to be default position even when reach Level 0 Review end June – considered phased return of staff	Staff to continue homeworking and restricted on site working.
Landscaping Work – Stirling & Clacks	In place with controls		Ongoing Stirling & Clacks Note Falkirk area service provided by Falkirk Council and service depends on their timetable.
All repairs – Internal/ External	In place with controls - see comment re backlog Target Response Times Repairs from 26 th April 2021 <ul style="list-style-type: none"> • Emergencies – 2 hours • Right to Repair – 24 hours • Urgent – 3 working days • Routine – all with 30 day Covid Target 	Will consider reinstating standard response times from mid June depending on progress	The McDougall Group (TMG) carry out our day to day non gas repairs. They are starting to book appointments with our tenants for the outstanding works orders from 26/04/2021 commencing with the oldest/longest waiting jobs first. The aim is to clear the backlog by early June but this depends on the volume and priority of new jobs coming in.
Void repair works	In place with controls		Continuing to allocate properties. Timescales to re-let a bit longer than usual due to need for additional cleaning.

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Statutory Service Maintenance e.g. gas safety	In place with controls		
Occupied property inspections	Urgent only e.g. fire, flood With controls	Will review at Level 2	
Internal communal areas inspections	Urgent Only With controls	Will review at Level 2	
External inspections	In place with controls		
Allocations	In place with controls		
Mutual Exchanges	Risk assessment under review	Will review at Level 2	We are looking to pilot the reintroduction of Mutual Exchanges when we move to Level 2. We do have concerns surrounding tenant safety in relation to covid risks at the point the exchange takes place and are currently looking for examples of good practice and guidance on how this process might be managed safely.
Customer house visits	Urgent Only With controls	Will review at Level 2	
Tenancy Sustainment Officer Service including benefit advice	Service being provided through phone / email service	Will review at Level 2	

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Anti Social Behaviour	Service being provided through phone / email service	Will review at Level 2	The Estates Team is liaising closely with Police Scotland on the relevant ASB cases.
Close & Estate Inspections	Reintroduction of programme of pre-published inspections. Social distancing measures still in place when inspecting closes and other enclosed communal areas.	Will review at Level 2	We are still encouraging residents to make us aware of any issues, such as fly tipping, especially if accompanied by photos.
Tenant Participation/ Scrutiny / Factoring Owners Group	In place with online sessions		The groups are active working really hard and meeting online. If you are interested in getting involved then please get on touch.
Planned and investment works - internal & external	External works ongoing Phased re-start with controls from 26 th April 2021	Phased restart of works in Phase 3 from 26 th April 2021 Controls will be in place.	Affected tenants will be contacted directly
Rent Payments in Office in person / by phone to office	Office Closed in line with Scottish Government Guidance - but you can still talk to us by phone / email / messenger or we can arrange a video call with you.	Working from home to be default position even when reach Level 0 Review end June – considered phased return of staff	To find out alternative ways to pay contact us. We will be piloting card payments (by phone) from late May / early June. In addition to phone / email / Facebook we are happy to offer video calls via Teams / Zoom or Facetime.