



Registered Office:
Invergrange House, Station Rd, Grangemouth, FK3 8DG
Web Site: www.paragonha.org.uk
Phone: 01324 664966
E-mail: enquiries@paragonha.org.uk
Scottish Charity No. SC036262

Dear Tenant / Resident

Message to our tenants and residents: Update on Services May 2021

Once again we would like to thank you all for your patience and understanding during the current Coronavirus / Covid 19 Pandemic as we know that it has disrupted services to you. The position is continually shifting as we respond to changing guidance and lockdown rules from the Scottish Government. The latest indications for the lifting of lockdown are much more positive but we all have a way to go yet.

The Scottish Government's proposed timetable is set out below and there is an easy read guide on their website which provides a useful summary of all the stages but remember, things may change.

- 17 May - Level 2
- 7 June - Level 1
- June (late) - Level 0

You can keep up to date with the latest Scottish Government Guidance by visiting their web site. They have a coronavirus section and here is the link <https://www.gov.scot/coronavirus-covid-19/>

What does this mean for how we provide services to you?

From 26th April 2021 – Current Position

The most recent changes were brought in on 26th April 2021 and once again we have revised how we can provide services to you. The enclosed table gives you a summary on the status of our services and how we are reviewing this going forward. Below is a brief summary of some key areas.

- All 3 Council areas where we provide homes are in local restriction Level 3 as we issue this letter.
- We can now restore non-essential repair and investment works in properties provided safety measures are in place
- Investment and planned maintenance works can be carried out within tenants' homes e.g. new bathrooms, heating installations, electrical upgrades etc and the contractors involved are either on site or planning their restart
- Non-essential repairs can now be carried out and the enclosed summary sets out what we are doing to get this work completed and how we plan to tackle the backlog.

Keeping you updated

We are trying to give you updates via Facebook and our website but we know that this does not work for everyone, so we are sending out this letter to you. If you can get online with Facebook and our web site we could encourage you to do so as we can get information to you more quickly this way. It would also be helpful if we have an up to date phone number and email address for you if you have this. If you need any information you can call us.

Safety First

Safeguarding you as our customer, our employees, our contractors and the communities we work in will remain our top priority. We want to reassure you of our safe working procedures and we and our contractors will establish your individual circumstances and any specific vulnerabilities by conducting a telephone pre visit questionnaire prior to any visit to your home.

Depending on what you tell us, any visits may be re-arranged to a time when you are well enough for our visit.

If you are particularly vulnerable, 'shielding', symptomatic, participating in trace and protect protocols or just not comfortable with our visit due to general concern over the ongoing Covid19 situation, we will act sensitively and considerately and re-arrange our visit to a time that suits your individual needs or postpone the repair.

Risk assessments have been carried out to cover both on-site and in-home works as well as working from home and the office. Specific control measures are proposed for each hazard, including good hygiene practice, social distancing and safe storage of equipment.

Support

Our staff are still working hard to maintain services and, like everyone else, they are coping with the restrictions in their working and home lives. They want to work with you to provide the best service they can. We know you appreciate the difficulties and we thank you for your support.

We have been supporting staff with resources to help us all cope and we would like to share these with you again. We all need a bit of help from time to time. We hope that these are useful to you.

- The Scottish Government has a "Clear Your Head Site" with useful tips and advice - <https://clearyourhead.scot/>
- Mind, the mental health charity has some good resources on their web site - <https://www.mind.org.uk/information-support/coronavirus/>

- The Mental Health Foundation has a section on getting support - <https://www.mentalhealth.org.uk/your-mental-health/getting-help>
- We have worked with an organisation called Rowan Consultancy and their Facebook posts are really good - <https://www.facebook.com/RowanConsultancy>

More specifically we have our HoME Project that we run in conjunction with LinkLiving. HoME stands for Help on Managing Everything. The dedicated workers Amanda and Moira can help when things might be a bit overwhelming. There are also opportunities to take part on online social activities. Contact the Tenancy Management Team if you think they may be able to help you. They have been reporting back to us on the help they have been giving and we know that it has been a great help to a number of people

There are also local organisations that can support with foodbank services. There are too many to list here but if you need help finding them then give us a call and we will point you in the right direction.

Contact Details

- If you have an email address or mobile phone then please give us these details if we do not already have them.
- The office is closed to visitors and staff are mainly working from home though you may have seen some of us out and about. Call us if you need us - we are maintaining usual office hours – Monday to Friday / 9 till 5 excluding Public Holidays. Check our web site or Facebook page for any updates.
- The current number is **01324 878050**. As we continue to work from home, there may be a slight delay through the transfer of the phone to one of our officers, please be patient. The original contact number 01324 664966 has not been restored yet.
- Other methods of contact are:
 - e-mail: enquiries@paragonha.org.uk
 - Facebook Paragon Housing Association Limited
<https://www.facebook.com/Paragon-Housing-Association-Ltd-102003991471917/>

We hope that you and your family stay safe. Contact us if you need us and we will try and help or point you in the right direction.

Yours faithfully

Margaret Torrance

Margaret Torrance
Director