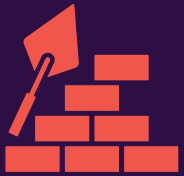




## Repairs

We will continue to carry out emergency repairs, work outside and in unoccupied homes. Before entering your home, our contractors will check that no one has Covid 19 symptoms, and will ask all occupants to move to another room. Our teams have all been provided with Personal Protective Equipment and will wear this to protect their and your safety. They will also wipe down any surfaces they come into contact with.



## Planned Works

These works will only continue if it is safe to do so, such as external works.



## Gas, Oil, Fire Alarms and Electrical Checks

These are continuing, as they are essential for your continued safety, and in line with Welsh Government guidelines. We will carry these out safely but you must tell us if there is someone in your home who has Covid 19 symptoms.



## Cleaning Services

We are continuing to clean in Sheltered and communal areas, where it safe to do so.



## Estate Caretaking

The estate care-taking services will continue, with the exception of play areas, as these remain closed. Service charges will be reviewed at the end of the financial year, so you will only be charged for what work we have done.



## Sheltered and Older People Schemes

Visitors are advised to only visit if essential contact is needed for the older or more vulnerable tenants and that they must wear facemasks while in communal areas. All communal lounges in the schemes are closed.



## Lettings

We will continue to let properties and viewing will be done with relevant safety measure in place. This will be the same for sign-ups.



## Ending a Tenancy

Once you have given notice, we will contact you and advise how you can return the keys to the property.



## Barcud Offices and Customer Services

Our offices are closed to visitors so please contact us through our normal phone lines, by e-mail or via our website.



## Paying Your Rent

There are many ways that you can pay your rent including by direct debit, online, using an AllPay Payment Card at the post office or shop displaying the Pay Point Logo or by phoning our offices.

If you are having difficulty paying your rent please contact us as soon as possible as we have specialist staff in our Cynnal team who are here to help.