

Housing Priorities- Covid-19

Keeping residents safe

Maintaining our Housing Options Service to ensure everyone has access to housing advice in order to prevent homelessness.

We will respond to any reports of rough sleeping immediately and prioritise engaging with these individual's to prevent street homelessness in every instance.

Prioritising Home Safeguard Alarm calls, ensuring we maintain full service cover with additional staffing at peak times.

Increasing levels of phone support for residents living in Sheltered Housing, signposting and assisting them to access additional help and support through the many volunteer networks that have been set up across the District.

Encouraging residents to ensure they have their pendant alarms on them so they can access help and support if required.

Pro-actively contacting all General Purpose Residents (starting with those who are over the age of 70 or who have a disability) to check they have support in place, again signposting to additional support where appropriate.

Attending all Emergency Repairs as required ensuring safety measures are put in place- asking residents to vacate rooms whilst Operatives are in attendance and ensuring the safe distancing measures are put in place.

Prioritising Gas Safety Checks, working with residents to ensure these are undertaken on-time and safely.

Prioritising the need to ensure private sector tenants are being advised accordingly in relation to their tenancies and health and safety.

Providing advice and support to private sector landlords including HMO managers/agents and owners

Protecting Residents Income and Livelihoods

We will take a supportive, sensitive approach to residents who are struggling to pay their rent as a direct result of Covid-19.

We will signpost residents to other avenues of support and help that might be available to them such as benefits, DHP and unemployment advice.

Prioritising adaptations to private sector and Housing Association tenants and owner occupiers.

Providing advice and support to people who have private water supplies.

Sustaining Critical Services

We will recognise the impact that Covid-19 has on our own Officers and their families. We will be constantly aware of increased demand on front-line services and prioritise our Officers health and well-being to ensure we are able to maintain services.

We will constantly monitor demand on our front-line services in order to assess where staffing levels might need to be increased, we will consider re-deployment opportunities where appropriate.

We will keep our website updated of all the latest information in relation to the impact of Covid-19 on the Housing Service.

We will continually adapt and be flexible to ensure we can respond to changes required to our services as required through Legislation/Government Guidance.

Supporting Communities and Recovery

We will promote health and well-being initiatives amongst all of our residents to help people cope with self-isolation recognising the impact on mental and physical health.

We will pro-actively use of Social Media platforms to engage and communicate with residents.

We will think creatively of ways we can keep in touch with residents and encourage group activities to support people connecting with each other. We will be mindful of the issue of loneliness and will look at measures to help combat this with increased contact to individuals who live alone.

We will work closely with residents within our Shared Accommodation sites to ensure we are supporting safety measures that need to be in place in relation to self-isolating, recognising that there will be challenges where facilities are shared.

We will be alert to planning for the backlog of work that will impact on many areas of the housing service (responsive repairs) to ensure a smooth transition back to business as normal once the time comes.