

Service Issues

Further to our previous update on 3rd April 2020, we are pleased to advise that our IT issues have now been resolved and staff are working hard to bring our systems up to date.

We continue to work closely with our IT consultants to ensure a continuity of service and to allow us to ensure the safety and wellbeing of our tenants and service users.

Contact Information

Again, for information, you can continue to contact us in the following ways:

You can text us on: **07797800658** (this number does not accept calls);

You can email us at: enquiry@faifleyha.co.uk;

You can visit our website at: www.faifleyha.co.uk and send a message through our 'Contact us' page;

Rent Payments and Payment methods

We are pleased to advise that despite the ongoing crisis, the majority of tenants are continuing to make rent payments in the normal way where their financial circumstances haven't changed.

For some however, this has not been the case and we are working closely with these tenants to give appropriate advice and assistance as well as referring to other agencies. Staff will continue to make contact with tenants who have rent arrears to identify ways in which to assist the repayment of these arrears.

It is imperative that all tenants provide us with up to date information. So, if you are struggling to pay your rent, or your circumstances have changed, you should contact us **immediately** to discuss the matter further.

We have noticed a significant decline in rent payments which are normally made by chip and pin (bank card) through our office. We would remind you that you can still make payments using this method but on a different telephone number. This number is: **07950508238**

You can also still pay your rent in the following ways:

Allpay account to make payments via your mobile phone. To do so, please download a QR reader and use the following barcodes:

QR reader for Android



QR reader for Apple



Internet on line service: www.allpayments.net

Allpay Telephone Payment: **0844 557 8321** – use your Allpay card

Allpay Rent payment card: To order a card please text us on: **07797800658**

Help to Pay Your Rent

If your income has been affected or your circumstances have changed, please contact the relevant organisation:

- Scottish Welfare Fund - 01389 7374640 (emergency funds)
- Universal Credit – 0800 328 5644 – 0800 328 1344 (text) – <https://www.gov.uk/apply-universal-credit>
- Housing Benefit – 01389 737000
- Tax Credits - <https://www.gov.uk/manage-your-tax-credits>
- Welfare Benefits Advice – 0141 951 4040

Support for Vulnerable tenants

We have received notification from West Dunbartonshire Council Communities Team advising that they are providing support to the most vulnerable residents who could benefit from assistance in dealing with food poverty, accessing supplies of food or medicines as well as maintaining social contact.

Our Housing Officers are attempting to identify those tenants who we feel may be at risk and we will be referring them for assistance.

We would therefore request the support of all residents in identifying any 'at risk' or 'vulnerable' tenants.

Please use any of the contact methods detailed in this leaflet. Alternatively, if you want to self-refer or refer someone else directly, you can do it in the following ways:

- you can make contact direct with the Crisis Response Team by emailing them direct crisissupport@west-dunbarton.gov.uk
- Should you require advice or coronavirus crisis support you should go to the West Dunbartonshire Council website <https://www.west-dunbarton.gov.uk/> and then follow link to the form to request assistance from the 'Coronavirus Crisis Support Team'.

We look forward to hearing from you.

Gas Safety Checks and Servicing of Boilers

Our Contractors, City Building (Contracts) LLP and the McDougall Group Ltd continue to provide emergency services in the following circumstances:

- Building disrepair that threatens safety or wind and water ingress of your home;
- Boiler breakdown/disrepair that causes tenants to have no heating and or hot water for washing etc;
- Plumbing breakdowns or disrepair that threatens health and safety hygiene.

For those tenants with boilers getting close to the annual service and safety check date, City Building where it can, will attempt to carry out necessary servicing and safety checks and give you a gas safety certificate.

Our Contractors will ensure that they are wearing the appropriate personal protection equipment.

The phone numbers for Emergency Repairs are:

Central Heating and Boiler Repairs: **0800 595 595** (City Building)

Emergency Trade Repairs: **0333 123 1011** (McDougall group) – Freephone number

Please note that these numbers are for emergencies only, so please consider before phoning if this applies to your repair.

What we need from you?

Telephone number

We are continuing to update our database as tenants provide us with new personal contact information. To ensure that we provide the best possible service that we can, we need to be able to contact you quickly. If you have not received a text message from us, the likelihood is that we either don't have a number for you or you have changed it and have not advised us.

We would ask that you notify us of your mobile number via one of the contact numbers or emails provided in this leaflet.

Self-Isolation

If you or any of your household are currently self-isolating, please let us know so that we can advise our staff and Contractors.

Please look after yourself and follow the guidance to keep yourself and your family safe.