

To all tenants, Contractors and Service Users of Faifley Housing Association Ltd

### **Immediate changes to services due to Coronavirus (COVID19) outbreak**

As you will be aware from the recent UK and Scottish Government televised speeches, all 'non-essential' workers were instructed to stay home. This includes the staff of Faifley Housing Association.

These changes will result in significant changes to our working practice and the way in which we provide services to you.

**From Tuesday 24 March 2020, staff will be working remotely from home to allow us to provide a reduced housing service and we will be operating an 'emergency repairs' only service.**

#### **Repairs Service – emergency and essential repairs only:**

If you have an emergency repair, you should contact:

**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.*

#### **Emergency Homeless or danger to life:**

If you are homeless or threatened with homelessness, you should contact *West Dunbartonshire Council Homeless team* on 01389 738624 or 01389 738625 and they will liaise directly with Association staff to find a temporary resolution.

#### **Rent Payments:** You should continue to make your rent payments in the following ways:

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

You can also use your 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](http://www.allpayments.net)

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

**Chip and Pin:** Call us with your debit/credit card details on: **07950508238**

**Please note:** you can make your rent payments, weekly, fortnightly or monthly as long as we receive your full monthly rent charge by the 28<sup>th</sup> of the month.

**How to contact us:**

Our Landline number on 01389 877924 will provide you only with emergency contact numbers and we will be unable to pick up any messages. For general enquiries, please text us on: **07797800658. This number does not accept calls.**

You can also email us at [enquiry@faifleyha.co.uk](mailto:enquiry@faifleyha.co.uk) or send us a message through our 'contact us' page on our website at: [www.faifleyha.co.uk](http://www.faifleyha.co.uk)

All tenants will receive a text message with the relevant information. If you don't receive one, please let us know and if you change your mobile number, please update us.

We will continue to provide updates on our website and by text message as they occur.

**Other emergency Contact numbers:**

<b>Transco (gas leaks):</b>	0800 111 999
<b>Ambulance:</b>	997
<b>Fire Service:</b>	998
<b>Police:</b>	999
<b>Clydebank Police Station:</b>	01786 289070
<b>Local Fire Station:</b>	01389-385141
<b>Clydebank Social Work Department:</b>	0141 562 8800
<b>Clydebank Woman's Aid:</b>	0141 952 8118