

Lisgar Terrace Newsletter June 2020

Useful contacts

Customer service centre: **0300 303 1061** (for all queries including rents and repairs)

Home Services Manager: frances.omahony@shgroup.org.uk

Estate Care Manager: humphrey.thompson@shgroup.org.uk

Durkan's Resident Liaison Officer: **Sonia Allen** Sonia.allen@durkan.co.uk

Removal or bulk rubbish: **0208 753 1100** (10 items for £26.55)

Covid-19 Update

Service Levels

First and foremost, I hope that you and your family are keeping well and managing during these difficult times. The latest information on our response to Covid-19 is available at shgroup.org.uk/coronavirus

Our Service Levels have been affected by factors including government guidelines, availability of staff, and the health and safety of our residents.

There is a back-log of non-emergency repair work which was booked in before the lockdown and we are aiming to complete all these jobs by December 2020.

Initially we won't be able to offer the same timescales as before, so many non-emergency repairs will fall outside our previous 10-day response time.

Please bear with us as our team adjusts to a new way of working.

To report a repair please call the service centre on 0300 303 1061.

Contractors will be wearing appropriate PPE when they attend your home to carry out any repair and our contractor will also call ahead of the appointment to check on any health conditions or if you are shielding.

In line with government advice I have been working from home. Although I haven't been on the estate, I have heard reports of tremendous acts of kindness and consideration by residents looking out for those who are elderly or vulnerable on the estate. It is clear that the community spirit within Lisgar Terrace is well and truly thriving! Please continue to look out for each other during these difficult times.

If you are aware of any neighbours at this time who would benefit from some assistance or support please do let us know so that we can make the appropriate referrals. Call me on 0300 3030 1061 or call the Community Investment Team on 0300 020 0549 regarding your concerns.

Gas Servicing

The regulations around Gas Safety have not changed; as it stands we are still required by law to carry out annual gas servicing. Our contractors are still here to provide a service to customers for repairs and gas servicing but rest assured they wear PPE for your protection as well as theirs.

Customers self isolating must still allow access for engineers to carry out this essential health and safety regulatory inspection.

Contractors can still carry out essential gas inspections even if our customers have Covid-19 – We have special measures in place with contractors for such cases (please contact the heating team if you need to find out more)

Call Centre Hours

Our customer call centre remains open and we are taking your calls. Along with our other office-based staff, they are now working remotely and are currently keeping to the core hours of **10-4pm**. We will keep this service under review and let you know of any changes

Lisgar Terrace Update

Keeping the communal areas clean

I am aware that most of the residents in Lisgar are proud of their estate and help to keep it clean. However, there have been a few problems recently with litter being dropped as well as dog's mess being left for Jeff to clear up. Any visiting dogs should be kept on a lead at all times whilst in the communal areas.

On a similar note, please do not throw food out to the birds as this is attracting rats to the estate.

Keeping the Lifts Working

Please can all residents and their visitors help to keep the lifts in working order by not smoking in the internal communal areas of the block. Make sure you stub out your cigarette **BEFORE** you leave your flat and **BEFORE** entering the block. If there is smoke anywhere in the communal areas within the blocks, the fire sensors are triggered which automatically stop the lift from working. This is especially important now that Jeff's working hours are fixed (8am-4pm Mon-Fri)- if a lift sensors are triggered in the evening, the lift cannot be put back in action till the next working day.

Bike Sheds

I am pleased to say that the bike sheds in Autumn and Briar Court are now available for use with the Fob keys for these blocks. The other three Bike Sheds do not have Fob Key capacity as this was not included in Phases 1-3 of the estate renovation. However, keys should be available for cyclists next week once the lock smith has fitted the new locks. Please be aware that those of you who wish to store your bicycles in these sheds do so at your own risk- Southern Housing Group accepts no responsibility for the loss or damage of any bikes stored here.

Phase 5 of the Regeneration

As you will have noticed, Durkan has resumed work on Phase 5 of the development works but please rest assured they are following Covid-19 safety protocol for building sites.

I am told that the construction work ahead will involve a lot of dust being raised and Durkan apologise in advance for this. However, in order to minimise the impact of the dust, Durkan have been using dust suppression measures.

Window Cleaning ... Residents will be pleased to hear that Durkan/Ian Pattinson are arranging for your windows to be cleaned. Please note that this is planned for the end of July. Once a date is confirmed I will be sure to let you know.

Thank You

Frances O'Mahony

Home Services Manager