

## Information for Yorkshire Housing Customers

We know that this is a concerning time for everyone. The scale of the events we are experiencing have never been experienced before in peacetime.

A number of customers have contacted us with a wide range of questions and concerns. We have tried to respond to the questions you have been asking. We will continue to update and add to these as and when we receive any further information from the Government or NHS. We will also confirm any changes to our services.

We are continuing to review how we carry out essential services, whilst balancing this with keeping both you and our colleagues safe by following the latest advice about minimising non urgent travel and social contact.

The advice from the Government is changing and being updated on a daily basis and we are responding to this as quickly as possible.

### Repairs & Improvements

Question	Response
<b>I had a repair which was due to be done next week. Will you still be coming?</b>	No. We need to prioritise emergency repairs for our customers to keep you and your home safe , whilst also following public health advice about minimising social contact. You will not need to rebook the repair. We are keeping a list of all requested repairs and we will contact you as soon as the advice enables us to make arrangements to complete this work.
<b>What do I do if I have an emergency? For example a burst pipe or no power?</b>	<p>If you have an emergency you will be advised by a customer services colleague how to make safe your home. A burst pipe, loss of power, heating and/or hot water (where your boiler is the sole source of heat and hot water) will be classed as an emergency.</p> <p>If you are displaying symptoms of the Coronavirus infection please let us know when you contact us. This will enable us to plan how to carry out the repair whilst also keeping our staff safe.</p> <p>If you are self-isolating because you or a family member is unwell or you are in one of the higher risk groups, then we will need to plan with you how best to carry out the repair. This will be in full accordance with recommendations from Public Health England.</p>
<b>I'm due to have a new kitchen fitted later this year. Will it still be fitted?</b>	We will be temporarily postponing kitchen and bathroom replacements, boiler renewals, new windows and doors. This is because we have a number of homes where the customers are in the at risk groupings. We need to follow advice and not put you or any of your family at risk. You will hear from us if

	there are any changes to your planned installation date. We are still planning to carry out external improvement works where we don't need to come into customer's home. This includes things like fencing, pathways and painting.
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### Paying my Rent & Service Charges

Question	Response
<b>My pay has stopped or reduced completely. I can't pay my rent.</b>	<p>The Government has announced that it is looking to protect everyone who rents a home and provide help if your income has been affected by the Coronavirus. We strongly support this view and don't want anyone whose income has been affected by the virus to be worried about being in debt or losing their home.</p> <p>We will post further information as soon as it becomes clear what the government measures mean for you.</p> <p>As your landlord, Yorkshire Housing will do all we can to help you if you are worried at this difficult time. The most important thing to do is to speak to us. Our income team are here to support you – we want you to feel safe and secure in your home.</p> <p>Our team can have a confidential conversation to understand how you are being affected and the support options available to you. Please don't hesitate to contact us if you are worried about falling into arrears.</p>
<b>You are not cleaning my block. Do I still have to pay my service charges?</b>	We will continue to try to provide you with the service you pay for wherever possible. If this becomes a problem, we will remove the charge for the period that we can't provide that service.
<b>Will my housing benefit still be paid as normal?</b>	We have had confirmation from the majority of the local authorities we work with that they will be able to continue making payments. We will keep customers informed of any changes.
<b>I already owe some rent but now I can't pay?</b>	<p>We understand that people's circumstances are changing rapidly. We are monitoring advice from the Government and the DWP and we will carry on updating our processes.</p> <p>Please contact us if you are worried about being able to maintain your rent payments.</p>

<p><b>I can't go into work but I don't know whether I'll get paid.</b></p>	<p>The government have announced a range of measures to support people affected by Covid-19.</p> <p>These include:</p> <ul style="list-style-type: none"> <li>• removing the waiting days for people claiming Statutory Sick Pay on Covid-19 related grounds</li> <li>• suspending all face-to-face assessments for disability and sickness claims for three months</li> <li>• removing the minimum income floor for self-employed people in receipt of Universal Credit who are affected by Covid-19</li> <li>• suspending the need to visit the Job Centre to apply for an advance when claiming Universal Credit due to Covid-19</li> <li>• suspending conditionality and sanctions for people affected by Covid-19</li> </ul> <p>Where additional measures have been introduced, they cover people:</p> <ul style="list-style-type: none"> <li>• self-isolating in order to prevent the spread of Covid-19;</li> <li>• infected by Covid-19;</li> <li>• caring for a child or qualifying young person who falls into either category above.</li> </ul> <p>We would advise anyone needing more information to visit <a href="https://www.understandinguniversalcredit.gov.uk/coronavirus/">https://www.understandinguniversalcredit.gov.uk/coronavirus/</a></p>
<p><b>I always pay my rent at the post office, what will happen if that closes?</b></p>	<p>We have a variety of different ways that you can pay your rent if you're not able to carry on with your normal payment method. We are working with Allpay, our payment provider, to make sure we can continue to provide you with an efficient service.</p> <p>The full range of payment options is available <a href="#">here</a>.</p>

## My Home

Question	Response
I've been offered a property can I still move in?	We intend to continue to let the majority of our homes. We will be in touch with you when your new home is ready. If you don't wish to move at this time, please contact us.
My neighbour is playing loud music its really annoying me. Can you sort it out?	Yes, we can still deal with neighbour nuisance. For many nuisance complaints we already deal with them over the phone. We have a new noise App which allows you to record incidents and send them directly to us.
I am waiting for someone to come and visit me about a problem in my neighbourhood, when will they come?	We are reducing the numbers of visits to protect the health of everyone. In most cases we can resolve issues by telephone.  The various ways to contact us are available <a href="#">here</a> .

## My Support

Question	Response
Will there still be support available if I need help with my tenancy or with employment?	Yes, the Tenancy Coach team will continue to take referrals and support customers. Triage and support will done over the phone with no home visits until further notice.
Will there still be support available if I need help with my money or benefits?	Yes, the Money Coach team will continue to take referrals and support customers. Triage and support will done over the phone with no home visits until further notice.
If I am already being supported by the Money and Coach teams will this continue?	Yes, Money and Tenancy Coaches will continue to support you but this will be over the phone with no home visits until further notice.

## My Community

Question	Response
Can I access and are there activities going on at Yorkshire Housing Community Centres and Communal Rooms?	We have in line with Government guidelines decided to close our community centres and communal rooms until further notice. These are:  <b>Malton/Norton</b> Rainbow Lane – Closed St Leonard's close – Closed Winston Court – Closed to group activities

	<p><b>Pickering</b>  Ingsarth – Closed to group activities  Laundry facilities available  Orchard close – Closed to group activities  Laundry facilities only</p> <p><b>Kirbymoorside</b>  Manor close – Closed to group activities  Laundry facilities only</p> <p><b>Rillington</b>  Woodlands community centre – Closed</p> <p><b>Bradford</b>  Charnwood Community Centre – closed to group activities.  Laundry facilities only</p> <p><b>Sheffield</b>  Flockton Court community room – Closed</p> <p><b>Doncaster</b>  Concorde Mews community room – Closed</p> <p><b>Barnsley</b>  Broadway Court community room – Closed</p> <p><b>Wakefield</b>  Ingsbeck Mews community room – Closed</p> <p><b>Skipton</b>  Princes Drive – Closed to group activities  Laundry facilities only  Greatwood and Horseclose – Closed</p> <p><b>Glusburn</b>  Valley View – Closed</p> <p><b>Settle</b>  Lower Green Foot – Closed</p> <p><b>Gargrave</b>  Nevilles Crescent – Closed</p>
<p><b>Can I still use the laundry facility at my community centre?</b></p>	<p>Yes, though we advise users to follow Government social distancing guidelines and ensure that only one person use the facilities at a time.</p>