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21 August 2020

Hello

COVID-19 GENERAL UPDATE / REPAIRS AND MAINTENANCE BACKLOG

The government has now lifted several restrictions since their advice to stop all 'non-essential contact and non-essential travel'. Therefore, we are now able to resume some non-essential services and get back to providing you with the best service.

Since the COVID-19 restrictions began, our maintenance staff and contractors have been undertaking essential repairs only. To ensure that you are comfortable and safe in your homes, we aimed to be as flexible and reasonable as possible with the criteria for these repairs, based on the nature of the repair itself and your needs. We now have a backlog of routine repairs that have been reported, but not yet been completed. We apologise for the delay and we ask for your patience as we work through the backlog. All non-emergency repairs are now being instructed based on date reported, starting with the oldest first. Emergency repairs and servicing remains as usual, it is essential that we continue to service equipment that is critical to health and safety such as boilers, fire alarms etc.

Please be assured that our maintenance staff and contractors are following government guidelines to protect you and themselves in preventing the spread of the virus. You can help us to keep you safe by allowing maintenance staff to wash their hands /sanitise as they arrive and before they leave your home. We will phone ahead of any visit to make sure you still want us to visit and that you are well. If you are not well or have been asked to self-isolate as a precaution, but still need repairs to be carried out, we will discuss this with you or your support provider to ensure we can do this as safely as possible, whilst minimising any risk or disruption to you.

BeST's housing team have only been doing essential visits and meetings and are using phone and video conferencing to communicate with tenants, colleagues, and partners. We will be increasing the number of visits over the coming weeks, whilst following the guidelines that have been set by the government. All our housing management staff are equipped to work from home – so if you need to get in touch with the housing team via phone (mobile) or email you can expect our usual service.

We are hoping to start a phased return to the office in September 2020, with the remaining staff returning during October 2020. This will depend on the latest situation around COVID-19, we want to reassure you that we are continually monitoring the governments advice and are working closely

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with our partners and support providers. We ask that you do the same and you must always follow the government guidelines to keep you and others safe.

Please be aware that our main phone lines are currently at minimum capacity due to working from home, only option 2 for repairs and maintenance is in use. If you need to contact us, you can do so through your housing officer or our website at www.bestha.co.uk or you can send us an email, the email addresses for each department are below.

General enquiries

Email: info@bestha.co.uk

Housing

Email: housingteam@bestha.co.uk

Repairs and maintenance

Email: maintenance@bestha.co.uk

Finance

Email: Accounts@bestha.co.uk

Rents and Benefits

Email: revenueandbenefits@bestha.co.uk

Stay safe, take care, and look out for each other

Yours Sincerely



Shelley Hobbs

Managing Director

Bespoke Supportive Tenancies

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