

26th June 2020

Dear Resident,

Resuming services and staying safe



I want to start by saying thank you for all the support and assistance you have given WHA since Covid-19 began to affect the country. Your patience and acceptance of the situation has enabled us to keep our customers and employees safe during this difficult period.

Whilst the lockdown has started to be lifted, and the Government is keen for increased business activity, the virus is still in existence and many people are still falling ill and dying around the country. We continue to place your safety and wellbeing at the heart of service delivery plans.

Many of our activities are still being delivered remotely where they can, but some services like repairs, estate services and cleaning, are returning to normal service, with some changes in practice and appropriate personal protective equipment (PPE).

Before lockdown began, we were in the middle of our plan and preventative work, and whilst we have been undertaking emergency repairs, other repairs will have been identified in this period and we need to complete these in an orderly fashion.

To aid us in prioritising the outstanding repairs we have set the following order of priority:

1. Repairs affecting health & safety,
2. Repairs for vulnerable customers, NHS & care workers,
3. Repairs with a significant delay, or those with an ongoing history or scale,
4. All other requests, in date order (earliest reported first)

We appreciate that some of you will have been waiting some time for a repair, but in the current situation, we feel we must prioritise our resources on health and safety and the most vulnerable. This approach, and the return of our services is dependent on the virus and you will be aware of the Government five-level alert system. We have adapted this,

based on risk, and importantly how we would need to respond if there was a second outbreak and peak.

The final thing I would like to mention is that all our services rely on our employees being healthy. We have worked hard and will continue to work hard to keep them and you safe. If you have Covid-19 symptoms and/or are self-isolating please let us know. We will not send anyone who displays symptoms to your home. If we experience a significant outbreak of Covid-19 amongst our workforce we will have to respond by adjusting our services until they recover.

As part of our commitment to keeping you safe we require access annually to undertake safety checks including gas and fire safety checks. Please give our staff and partners access to your property unless you are shielding or in isolation due to the virus.

I know this has been a difficult time for you all and there is so much uncertainty but I can assure you WHA will do all it can to provide the services and support your need and I hope you all continue to keep safe and virus free.

Please continue to keep up to date via our website, will also send regular SMS message.

Most of all, please keep safe.

Ricky Scipio
Chief Executive

Robert Greene
Chairman

Ricky Scipio
Chief Executive

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