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Date: 06th November 2020
Our Ref: WHA/UPDATE

Dear ,

Re – Second lockdown and general update

Following the latest government advice and guidelines, I would like to reassure our tenants, contractors and stakeholders that Westway HA remains open for business during this second lockdown. The office is now closed, subject to a skeleton staff, the rest of our staff are working remotely from home, with full access to our secure systems and database and have the ability to process payments, raised repair orders and access tenants information remotely.

Repairs and maintenance service

We continue to deliver repairs and maintenance services as normal, however, we may not always be able to meet our response target due to various factors beyond our control. We will endeavour to keep our customers informed when there are logistic challenges during this period.

Fire Safety

As most of us are spending more time at home there is an increased risk of an accidental fire happening, which means we need to take extra care to prevent this. You can read our fire safety leaflet on our website for some useful tips at www.westwayha.org.uk.

Estate services

Our communal cleaning has continued and we recognise the importance of maintaining hygiene at all times especially wiping of banisters, door handles, light switches and etc. In addition, we are addressing issues on communal obstructions. Gardening work has also been carried out whenever possible. Parking control in your estate has been temporarily suspended until further notice.

If you have any issues with the cleaning and gardening and any other estate service please contact us at HousingDept@westwayha.org.uk

Robert Greene
Chairman

Ricky Scipio
Chief Executive

Westway Housing Association Ltd

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Considerate neighbours

Even knowing that we're doing the right thing by staying at home can feel frustrating and a challenge right now, but please try to be mindful of others in your community:

- Aim to keep noise levels to a minimum
- Please keep communal areas clean and clear
- Remember, a balcony is not space for cooking or for storage of items, or for placing unwanted rubbish. Please do not have barbecues on your balcony as this be a fire hazard.
- No fly-tipping. We're aware some council's services have been reduced but you must dispose of your waste properly. Fly-tipping is a crime and you can be prosecuted and also time and funds will pact on your service charge payment. Please help us to keep the estate cost down by not fly-tipping

If there is anything we can do to help you during this difficult time, please do not hesitate to get in touch with us at info@westwayha.org.uk or on 020 8962 3346.

Rent and service charges

We want to support you to keep up with the payment of your rent and service charges. If you are having difficulty paying your rent and service charges please contact us and speak with a member of the team. We want to hear from you so that we can assist in your specific situation and arrive at a solution that can work for you. Our housing team can be contacted at HousingDept@westwayha.org.uk or on 020 8964 2323

Our income and Tenancy Officer (Janet) has been supporting customers who may be struggling to pay their rent and service charges by putting in place personal payment plans when needed.

In addition, the Department for Work and Pension (DWP) has made temporary arrangements for benefit claimants impacted by the coronavirus. Please check DWP's [information about coronavirus and claiming benefits](#) page regularly for updates.

Visit www.understandinguniversalcredit.gov.uk/coronavirus/ to find out more.

Please note that Westway Housing Association staff remain fully contactable, via our usual telephone numbers and e-mail addresses. During this time we ask that all written communications and documents are sent electronically, where possible. If hard copy documents are needed to be sent, then please speak to us in advance to the specific individual you are dealing with at Westway HA.

We are not meeting face to face with our tenants, contractors and stakeholders in carrying out home visits, save in exceptional circumstances and are holding telephone conference calls and continue with Zoom/Microsoft Teams meetings instead with Tenants Committee members.

Our priority continues to be the health and safety and wellbeing of our staff, residents and visiting contractors, to deliver services of the highest quality and to maintain the quickest possible response times.

Robert Greene
Chairman

Ricky Scipio
Chief Executive

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292B Kensal Road, London W10 5BE (Registered Office)

Westway HA is a registered society under the Co-operative and Community

Benefit Societies Act 2014 Registered No: 26219R | Affiliated to the NHF | Registered Housing Association No: LH3796

Please do not hesitate to contact me should you have any further queries on this matter.

Yours sincerely,



Leonard Brown
Interim Head of Housing

Robert Greene
Chairman

Ricky Scipio
Chief Executive

Westway Housing Association Ltd

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