

ALBYN HOUSING SOCIETY – COVID-19 ROUTE MAP – APRIL 2021

Service	Lockdown	Level 4	Level 3	Level 2	Level 1	Level 0
	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Start date	5 January 2021	16 April 2021	26 April 2021	Potentially: 17 May 2021	Potentially: 1 June 2021	Potentially: 30 June 2021
Home visits	<ul style="list-style-type: none"> Telephone / digital appointments only 	<ul style="list-style-type: none"> Telephone / digital appointments only 	<ul style="list-style-type: none"> Telephone / digital appointments by default Maximum of 2 occupied home visits per day 	<ul style="list-style-type: none"> Telephone / digital appointments by default Restart home visits with customer consent and safety measures (Maximum of 4 occupied home visits per day) 	<ul style="list-style-type: none"> Continue telephone/digital appointments Maximum 4 occupied home visits a day, no restriction on unoccupied properties, with safety measures in place 	<ul style="list-style-type: none"> Continue telephone/digital appointments Maximum 6 occupied home visits a day, no restriction on unoccupied properties, with safety measures in place
Estate inspections	<ul style="list-style-type: none"> Essential site visits Responding to notified issues 	<ul style="list-style-type: none"> External inspections only, with safety measures in place 	<ul style="list-style-type: none"> External inspections only, with safety measures in place 	<ul style="list-style-type: none"> External inspections, limited internal common parts inspections (4 per day) with safety measures in place 	<ul style="list-style-type: none"> External inspections, limited internal common parts inspections (4 per day) with safety measures in place 	<ul style="list-style-type: none"> External inspections, limited internal common parts inspections (6 per day) with safety measures in place
Property inspections	<ul style="list-style-type: none"> Essential inspections with safety measures Post inspections by telephone / digital 	<ul style="list-style-type: none"> Void inspections with safety measures Void exit telephone / digital interviews 	<ul style="list-style-type: none"> Internal inspection by telephone / digital where possible 	<ul style="list-style-type: none"> Start internal inspections with tenant consent and safety measures Stock Condition and other surveys – limited to 4 per day 	<ul style="list-style-type: none"> Continue limited inspections – 4 per day 	<ul style="list-style-type: none"> Full services with tenant consent and safety measures
Emergency repairs	<ul style="list-style-type: none"> Full service with safety measures 	<ul style="list-style-type: none"> Full service with safety measures 	<ul style="list-style-type: none"> Full service with safety measures 	<ul style="list-style-type: none"> Full service with safety measures 	<ul style="list-style-type: none"> Full service with safety measures 	<ul style="list-style-type: none"> Full service with safety measures

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Non-emergency repairs	<ul style="list-style-type: none"> • Service stopped • Urgent repairs escalated to emergency where necessary • Preventative repairs carried out where customers health and safety, and wellbeing an issue • Void property works to continue 	<ul style="list-style-type: none"> • Service stopped • Urgent repairs escalated to emergency where necessary • Preventative repairs carried out where customers health and safety, and wellbeing an issue • Void property works to continue 	<ul style="list-style-type: none"> • Start to carry out some communal and essential urgent internal repairs with tenant consent and safety measures in place • Managed process to begin backlog to catch up on 2500 outstanding routine repairs 	<ul style="list-style-type: none"> • Restart internal repairs with customer consent and contractor and staff safety measures in place • Continue with backlog of outstanding repairs • Protocol required for when tenant refuses access due to Coronavirus – tenants wishes respected 	<ul style="list-style-type: none"> • Continue internal repairs with customer consent and contractor and staff safety measures in place • Continue with backlog of outstanding repairs • Protocol required for when tenant refuses access due to Coronavirus - tenants wishes respected 	<ul style="list-style-type: none"> • Continue internal repairs with customer consent and contractor and staff safety measures in place • Continue with backlog of outstanding repairs • Protocol required for when tenant refuses access due to Coronavirus - tenants wishes respected
Statutory cyclical maintenance (servicing and safety checks for gas, fire, water, and lifts) – Health and safety related	<ul style="list-style-type: none"> • Gas safety checks continuing with tenant consent and safety measures in place 	<ul style="list-style-type: none"> • Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> • Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> • Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> • Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> • Full service running with tenant consent and safety measures in place
Non-statutory cyclical maintenance (ground maintenance, window cleaning, gutter cleaning, painting)	<ul style="list-style-type: none"> • Reduced grounds maintenance service • All non-essential services stopped 	<ul style="list-style-type: none"> • Reduced grounds maintenance service • All non-essential services stopped 	<ul style="list-style-type: none"> • Restart all ground maintenance with safety measures in place 	<ul style="list-style-type: none"> • Restart window and internal communal area cleaning with safety measures in place 	<ul style="list-style-type: none"> • Restarting external painting work on 12/7/20 with safety measures in place 	<ul style="list-style-type: none"> • Full service running with tenant consent and safety measures in place

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Planned maintenance outside homes	<ul style="list-style-type: none"> Continue where no H&S risk to customers and contractors 	<ul style="list-style-type: none"> Continue where no H&S risk to customers and contractors 	<ul style="list-style-type: none"> Restart service with safety measures in place 	<ul style="list-style-type: none"> Restart service with safety measures in place 	<ul style="list-style-type: none"> Full service with safety measures in place 	<ul style="list-style-type: none"> Full service with safety measures in place
Planned maintenance inside homes	<ul style="list-style-type: none"> Service paused 	<ul style="list-style-type: none"> Service paused 	<ul style="list-style-type: none"> Restart required services focussing on H&S areas Letters issues in advance to customers in programme Start catch up of paused 2021/21 works 	<ul style="list-style-type: none"> Service restarted with safety measures in place. Restart required services focussing on H&S areas Letters issues in advance to customers in programme Start catch up of paused 2021/21 works 	<ul style="list-style-type: none"> Services restarted with safety measures in place 	<ul style="list-style-type: none"> Services restarted with safety measures in place
Building new homes	<ul style="list-style-type: none"> Work ongoing 	<ul style="list-style-type: none"> Work ongoing 	<ul style="list-style-type: none"> Work ongoing 	<ul style="list-style-type: none"> Work ongoing 	<ul style="list-style-type: none"> Work ongoing 	<ul style="list-style-type: none"> Work ongoing
Stage 3 adaptations	<ul style="list-style-type: none"> All major, previously approved, adaptations carried out with tenant consent and safety measures in place All minor adaptations carried out with tenant consent and safety measures in place 	<ul style="list-style-type: none"> All major, previously approved, adaptations carried out with tenant consent and safety measures in place All minor adaptations carried out with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Restart external adaptations where possible, with safety measures in place All major, previously approved, adaptations carried out with tenant consent and safety measures in place All minor adaptations carried out with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Restart external adaptations where possible, with safety measures in place Full service in place with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service in place with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service in place with tenant consent and safety measures in place

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Letting new homes	<ul style="list-style-type: none"> • Full service with longer timescales due to safety measures • Mutual exchanges suspended except in exceptional circumstances 	<ul style="list-style-type: none"> • Full service with longer timescales due to safety measures • Mutual exchanges suspended except in exceptional circumstances 	<ul style="list-style-type: none"> • Full service with longer timescales due to safety measures • Mutual exchanges to restart 	<ul style="list-style-type: none"> • Full service with longer timescales due to safety measures 	<ul style="list-style-type: none"> • Full service with longer timescales due to safety measures 	<ul style="list-style-type: none"> • Full service with safety measures in place
Managing rent arrears	<ul style="list-style-type: none"> • Case management through phone calls, letters, and digital contact only • NOPs continue to be issued 	<ul style="list-style-type: none"> • Case management through phone calls, letters, and digital contact only • NOPs continue to be issued 	<ul style="list-style-type: none"> • Case management through phone calls, letters, and digital • Home visits in limited circumstances 	<ul style="list-style-type: none"> • Case management through phone calls, letters, and digital • Home visits in limited circumstances 	<ul style="list-style-type: none"> • Case management continues electronically; home visits reintroduced • Continue to monitor Scottish Government guidance on evictions 	<ul style="list-style-type: none"> • Keep using digital services • Face to face service with safety measures in place • Continue to monitor Scottish Government guidance on evictions
Out of Hours Service	<ul style="list-style-type: none"> • Normal service with Hanover has continued 	<ul style="list-style-type: none"> • Normal service with Hanover has continued 	<ul style="list-style-type: none"> • Normal service with Hanover has continued 	<ul style="list-style-type: none"> • Normal service with Hanover has continued 	<ul style="list-style-type: none"> • Normal service with Hanover has continued 	<ul style="list-style-type: none"> • Normal service with Hanover has continued
Tenant participation and engagement	<ul style="list-style-type: none"> • Meetings and activities suspended • Communications by digital and print media 	<ul style="list-style-type: none"> • Meetings online 	<ul style="list-style-type: none"> • Meetings online 	<ul style="list-style-type: none"> • Meetings online 	<ul style="list-style-type: none"> • Meetings online and examination of other options for customer engagement, learning from lessons of past year 	<ul style="list-style-type: none"> • Keep using digital services • Resume regular tenant group meetings with safety measures in place
Community Fund	<ul style="list-style-type: none"> • Yes, with expanded criteria 	<ul style="list-style-type: none"> • Yes, with expanded criteria 	<ul style="list-style-type: none"> • Yes, with expanded criteria 	<ul style="list-style-type: none"> • Yes, with expanded criteria 	<ul style="list-style-type: none"> • Yes, with expanded criteria 	<ul style="list-style-type: none"> • Return to normal criteria
Offices	<ul style="list-style-type: none"> • All offices closed 	<ul style="list-style-type: none"> • All offices closed 	<ul style="list-style-type: none"> • All offices closed, work underway on planning for new normal 	<ul style="list-style-type: none"> • All offices closed, work underway on planning for new normal 	<ul style="list-style-type: none"> • All offices closed, work underway on planning for new normal • Survey customers on service delivery preferences 	<ul style="list-style-type: none"> • All offices closed • Start to communicate new service delivery in new normal