

# HOUSING SOLUTIONS SUPPORT THROUGHOUT COVID 19

We care about you.

Our residents are at the heart of what we do at Housing Solutions. We want to make sure that we give you accurate and useful information

Read how Housing Solutions have been helping through these changing times.



Innovation



Secure



Working with you

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## Supporting You

### Communication

- To keep in touch we send our residents updates through email, text messages & postal services. Since the crisis started we have sent over 20,000 SMS messages and 10,000 pieces of correspondence
- Regular updates & information is also promoted through our social media channels
- We have dedicated Covid 19 FAQ pages on our website
- Our website chatbot has been updated to handle Covid 19 related concerns as well as the typical questions we receive daily
- Our Contact Centre is active & manned, with an out of hours service available for emergencies



### Supporting the Community

- We have made contact with over 900 customers via phone to check if they need any specific help. 3.17 % have been identified as in need & we have coordinated help from local care agencies
- We are also working closely with various charities to ensure that those with unique needs are given help.
- All our Sheltered residents have received hand delivered personal letters as well as further letters by the post, outlining all the support available
- Our Support Staff are making daily visits to our Sheltered schemes
- All Communal Areas have updated signage directing tenants to where they can get help, as well as reminders specific to the current crisis
- We have a dedicated Welfare Team who are available via the phone to help with questions relating to benefits and support

### Caretaking



- We have increased the cleaning in our communal areas
- Our Caretaking staff have increased litter collection to discourage fly tipping & potential rodent problems

Thank you for your help. Everyone was very friendly, efficient & went through all the virus questions. I'm really impressed you called on a Sunday to check I was ok & make sure that I had shopping!

The staff at HS also deserve a clap - if it wasn't for people like you continuing your services & being there when we really need it, I would be totally lost

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## Innovation

### Using technology

- We have the infrastructure so that all office based staff have been able to work from home & continue to support our customers, remotely.
- We check in with our Sheltered residents every day via OKEachDay buttons
- Nominated family members of Sheltered & Extra Care residents have the mobile numbers of our Support Staff
- Sheltered schemes have WiFi provided by Housing Solutions to make sure that they can connect with friends & family via Skype, Zoom & Teams etc
- Our Customer Portal is simple to use so that customers can pay on line as well as check their account details
- We have 5 alternative ways to pay rent remotely
- Our Letting Management is now online. We have been able to continue supporting new offers on our stock of empty properties.
- By utilising the online services we have prospective tenants fully prepared & already signed up ready to move in when we are again able to do so

I'm very grateful to you  
for taking the time to  
listen and then sorting  
out a repair

I am very happy with the service  
you provide. I have always received  
nothing but good customer service  
I feel that you always look after  
your residents



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## Secure

## Safe in your homes



- We are still running an emergency repair service
- We will aim to make your home safe within 24 hours of you reporting the emergency defect.
- We check in before we attend & all operatives wear full PPE
- As per the Government guidelines we are still carrying out gas & electrical safety testing.
- Our Sheltered schemes have continued to receive a weekly H&S visit from allocated staff wearing PPE
- All communal areas have been closed in our sheltered schemes and only designated staff can visit
- For customers who are self isolating we have provided CO2 emission alarms whilst we are unable to undertake gas checks
- We have provided clear signage in all communal areas to remind customers of social distancing & other helpful advice
- We have a manned social media feed to respond to customer requests in real time
- 



I was very pleased with the service and you did a brilliant job

Just want to say thank you for the amazing guy you sent to fix my boiler, he was absolutely brilliant, so efficient & clean job done, best lad ever!  
Yesterday I had the gas check, he found a bad fault & returned today to fix it! Thanks to him I now feel very safe at home. He found a serious fault that could have been missed! I can't thank him enough

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## Working with you

### Continuing to listen & reassure

- Our dedicated Housing Team are on hand to answer any questions about tenancies
- We know people are very concerned about the change in their financial circumstance so our Welfare Team are available to answer any questions. They have extensive understanding of the Benefit system
- Our Welfare Team have handled over 300 UC (Universal Credit) applications as well as chasing payment dates
- We have created a dedicated help page regarding rent/finances on our Covid 19 FAQ page
- We are encouraging all tenants to pay as much rent as they can and offering payment plans, so that customer's do not fall into arrears
- We will not commence eviction proceedings to recover possession of anyone's home during this time.

### Good neighbours

- The volunteer spirit across the community is fantastic & we've been supporting both colleagues & residents so they can carry out their volunteering roles. We are working closely with partner organisations, including the Local Authorities
- We are also advertising any opportunities or support groups/hubs via our social media feeds
- Our aim is to support our customers through this crisis. We encourage everyone to make use of our chatbot option on our website which is manned by our Call Centre Staff or call our Contact Centre
- Our customers continue to look out for their neighbours. We have asked that you let us know if you think there is someone who needs extra support so we can help.



Just wanted to say a huge thank you to everyone on both the management and care teams for your professionalism, dedication and care during the current crisis. You're an amazing group of people