



5 November 2020

Dear Resident,

**Government Guidance/Covid-19 Lockdown from 5 November 2020 – 2 December 2020**

I am contacting you to let you know that in response to the Government's guidance on Covid-19, 2<sup>nd</sup> lockdown from 5 November 2020 to 2 December 2020, we will continue to deliver key Customer and Housing services. Although there will be some minor adjustments.

Our offices at 33 Dean Court and 23 the Jubilee will be closed during the above dates and staff will be working from home.

Repair services will continue to operate, although we will be focusing on emergency/urgent repairs as a priority during this period.

Your health and safety remain a priority, so we ask that you continue to provide access to allow our contractors to carry out the annual gas safety checks and other urgent health and safety compliance works i.e. electrical checks, etc.

Our contractors will wear the appropriate PPE and abide by the social distancing guidance. If for any reason you are self-isolating, please let our staff know at the time of contact, so that they can make alternative arrangements.

Our staff will be carrying out weekly 'tenancy welfare' checks to ensure that our residents are well, and safe. Where you require any additional support, please do let our staff know and they will do everything possible to help support you directly or indirectly.

**You can contact Housing Pathways in the following ways: -**

Contact	Details
Telephone	0208 579 7411
Email	<a href="mailto:info@yourpathways.org.uk">info@yourpathways.org.uk</a>
Web	<a href="http://www.yourpathways.org.uk">www.yourpathways.org.uk</a>
Letter	33 Dean court, Bowman's Close, London, W13 9YU

We will monitor the governments guidance during this time and keep you updated.

A reminder, if you have not had the opportunity to complete the Customer Satisfaction survey from Acuity, we ask that you take the time to do so, before the closing date, 13 November 2020.

Yours sincerely

*Leanne Donald-Whitney*

Leanne Donald-Whitney  
**Head of Operations**