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## Coronavirus Information

Due to the Coronavirus (COVID-19) the Association is taking the necessary steps and precautions to try minimise the risk to our customers and staff.

Our offices are now closed and we are only dealing with life and limb emergencies. This is in line with recent UK and Scottish Government advice on the COVID-19 outbreak.

We aim to provide our customers with the best service possible, but please be aware that there will be some disruption to our services.

At the moment our small team will only be dealing with emergency repairs over the phone. Please only call if it is classed as a life and limb repair.

### **Important information for ng homes tenants**

If you suspect that you have symptoms of COVID-19 please call us or email us.

It is important that you let us know if you or a member of your household is self-isolating or has been diagnosed with COVID-19.

### **Paying Your Rent**

You should continue to pay your rent as normal. We understand that some tenants may have had their income reduced and if this is the case please contact us as soon as possible.

As our offices are closed due to COVID-19, there are alternative ways to pay your rent:

Direct Debit – please call us on 0141 560 6000 and we can provide you with a Direct Debit form, simply complete this form and return it to us via email and we will set this up with your bank

[Allpay App](#) - download from the App Store or Google play

Allpay card – please call 0844 557 8321 (24hrs) or visit Allpay where you can pay online

Direct Payments – if you are receiving Housing Benefits/Universal Credit, your rent can be paid directly to the Association

Please remember that it is still important to pay your rent. If you are facing any difficulties, please call us on 0141 560 6000 and we will be able to assist you.

## **Benefits Advice**

If you require benefits advice please call [GEMAP](#) on 0141 773 5850. State that you are a long term tenant and they will arrange a telephone appointment for you.

## **Emergency Repairs**

We will only be carrying out emergency repairs until further notice.

To report an emergency repair please call us on 0141 560 6000 and press option 1.

For all other life and limb emergencies, gas servicing or to report a fault with your television aerial, please press option 2.

Please be advised, that emergency repairs are classed as life and limb repairs and you should not call if the repair does not fall into this category.

## **Housing Allocations**

We are not currently letting any of our properties as we are providing an emergency service only.

## **Housing Applications**

We are not currently processing any housing applications at the moment, however, if you require a housing options appointment, please contact us on our return and we will be happy to get you booked in for an appointment.

## **Gas and Electricity**

The government has launched an emergency package with energy suppliers to ensure you don't face any additional hardships in heating or lighting your home during the coronavirus outbreak.

If you think you cannot afford to pay for extra gas or electricity because you have to self-isolate at home, support will be available through your energy supplier. Your supplier must take into account how much you can afford, and will explain your options. No credit meters will be disconnected during the outbreak.

Customers with prepayment meters who are self-isolating or unable to leave their home to top up their meter should contact their supplier immediately to discuss options. These may include:

- someone being sent to top up your prepayment card or token/key
- having funds added to your meter credit
- having a preloaded gas or electricity card sent to you in the post

The following numbers can be used to call your energy supplier:

BRITISH GAS 0333 202 9802

EDF 0333 200 5100

EON 0345 052 0000

NPOWER 0800 073 3000

SCOTTISH POWER 0800 027 0072

SSE 0345 026 2658

[UTILITA online](#)

UTILIA for top ups please call 0345 2068 333 (please use your 19 digit topup card number)

For more information on gas and electricity, emergency help with food and heating costs, and advice on paying your rent, please visit our Frequently Asked Questions page.

For information about support and advice, please visit our [Help at Hand page](#) where we have listed information relating to Universal Credit, GEMAP, Scotcash, mental health support, support with pre-payment meters, and notifications from Police Scotland and Scottish Fire and Rescue Service.

While we are monitoring the advice and guidance from the [UK Government](#), [Scottish Government](#) and [NHS](#), this is changing on a daily basis and we recommend that you keep yourself informed by visiting their websites regularly for the most up to date information.

Our [Help at Hand page](#) has lots of information and links to other organisations, such as information on Universal Credit, support with pre-payment meters and guidance for carers, older and younger people.

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ng homes is a trading name of North Glasgow Housing Association

Our vision is to create a community where people can flourish and prosper.