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Dear Tenant

We hope you remain safe & well and thank you for your ongoing support during these unprecedented times.

Following yesterday's Government announcement of a third national lockdown, we will be closing our office until the current restrictions are relaxed. However, our staff will continue to work remotely.

Contacting Crosby Housing

During normal office opening hours, the CHA team will continue to receive your calls via our main office number 0151 920 7300. Repairs can also be reported via email repairs@crosby-ha.org.uk and general enquiries can be sent to enquiries@crosby-ha.org.uk. Useful information and updates can also be found on our website www.crosbyhousing.org.uk.

Due to the current restrictions we will be operating a limited repairs service.

Our contractors will continue to complete urgent and emergency repairs, gas and electrical safety checks and servicing as well as health and safety inspections in properties that have communal entrances. Non urgent repairs can still be reported but will not be progressed until restrictions are relaxed

Our planned investment works will be delayed until further notice, but we will continue to deliver some external works such as roofing, guttering, external painting and exterior door renewals.

Our contractors and staff will continue to wear personal protective equipment (PPE) when visiting your home. Please do not be alarmed by this and make sure that you observe social distancing guidance.

Your Rent

The Government advice is for tenants to continue to pay rent.

The Housing team, are available to discuss your rent payments or account. It is important that you contact us immediately if you are struggling to pay your rent due to the impact of the COVID-19 crisis. They can advise you on how to access help and advice during this very difficult time. Tel: **0151 920 7300** or by email enquiries@crosby-ha.org.uk .



Vulnerable & Elderly Tenants

We will be calling our older or vulnerable tenants each week, simply to check you that are ok and many of you have welcomed these calls. If you are not currently receiving calls and feel you would like to, please let us know, sometimes it helps just to hear a friendly voice.

Please continue to take care, stay safe and do not hesitate to contact us should you need anything further or have any enquiries you feel we can assist with.

Kind regards

Dave Tai

Head of Housing Operations

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