



## Coronavirus (COVID-19): how we will deliver our services

### You and your loved ones

**We will do all we can to protect you, our employees and the NHS from the impact of the Coronavirus. This is our overriding concern.**

Everyone should follow the latest official [advice and guidance](#) on prevention, self-isolation and social-distancing. Every citizen is instructed to comply with these new measures.

### Visiting your home

We will not visit you at home over the next 3 weeks. If you have an emergency repair we will carry out a risk assessment and make a decision based on keeping people safe and following Government advice to stay at home and not receive visitors from outside the household who live with you.

This will be reviewed in 3 weeks.

### Visiting our office

Our office is closed to visitors. Do not visit us until we can open again. Contact us by phone, text and email. We will do our very best to support everyone who needs us. The service is not 'business as usual.' We will only be able to do what is absolutely essential to keep you, our employees and our contractors safe.

### Public events and travel

Until further notice we will cancel all meetings, events and unnecessary travel.

### Repairs and maintenance

From Tuesday 24 March 2020 non-emergency repairs are cancelled, including external fencing works. This is to make sure we keep to the Government guidelines only to travel when absolutely necessary. If you report an emergency repair that's risking your health and safety we will carry out a risk assessment and agree with you how we're able to respond.

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2 King Square, Bridgwater, Somerset, TA6 3DG

Online: [www.shal.org](http://www.shal.org) – Email: [information@shal.org](mailto:information@shal.org) – Tel: 01278 444344

SHAL is registered in England and Wales as a Community Benefit Society and an exempt charity (number 27772R).

## New kitchens and bathrooms

We have completed all outstanding refurbishments. We will not start any new bathroom or kitchen refurbishments in the next three months. We will review this decision in 12 weeks.

## Paying your rent

If you usually pay your rent at the office you must make different arrangements. To set up a direct debit just text DD to 07984 355553 and we will arrange this with you or give us a call on 01278 444344. You can also [pay online](#) and over the phone with your debit card. You can text REF to 07984 355553 to get your Payment Reference Number.

You can call 01278 444344 and choose option 1 to pay over the phone.

If you are worried about how you can pay us let us know and we will discuss alternatives with you. If you're off work and your income is affected let us know straight away. We will help you get the right information and advice to support you and your family.

A range of extra support and measures will be in place to help workers, benefit claimants and businesses affected by Coronavirus. You can find out more from the [Department for Work and Pensions](#) and information about [claiming benefits including Universal Credit](#) online.

From Tuesday 24 March 2020, Jobcentres are closed. If you are vulnerable and need support they will allow access but this will need to be arranged first.

Citizens Advice in Somerset have also closed to the public, but they are still operating the 'Help to Claim' service (for those needing to make a UC claim) over the phone or on line 0800 1448444

If you claim Universal Credit now contact DWP via your journal as the phone lines are very busy. Interviews are held over the phone.

## Your tenancy is safe

We appreciate these are incredibly anxious times for everyone and we want to reassure you we will not evict you and your family if you can't pay your rent because of Coronavirus. You need to contact your Housing Officer, Allie Mayor or Colette Ranson or our Housing Manager Lee Martin-Scull, and let them know what is happening. You can text RENTS (plus your message) to 07984 355553 to contact them. **We will do our very best to help you.**

## Signing up for a new property

If you have been offered a home we will not withdraw the offer. We cannot let any homes in the next 3 weeks.

## Tenants' health and wellbeing

We will not knowingly put you at risk of exposure to Coronavirus because of our activities. If you're concerned our activities may expose you to Coronavirus or affect your health and wellbeing please contact your Housing Officer, Allie or Colette. Likewise, if you have been advised to self-isolate and we're due to visit/meet you please contact your Housing Officer.

## Employees' health and wellbeing

We will always follow the [official public health and medical advice](#) closely.

We will ensure none of our employees are knowingly put at risk or exposed to Coronavirus. We want to make sure everyone who works for SHAL either directly or indirectly feels safe and secure in their place of work. We will ensure everyone who works for us minimises the risk of the virus spreading. This will impact our service to you. Keep safe.



## Communication

You can get more information by following the links below. Our team can stay in touch with you by text, phone and email.

Information and services are available online and by text. Visit [www.shal.org](http://www.shal.org) or send the word TEXT to 07984 355553 for more information.

## Health and Safety Committee

Coronavirus will be discussed by the Health and Safety Committee and we will ensure we are aware of what we need to do to keep safe.

The current situation in relation to Coronavirus will be reviewed by the Management team on a daily basis or as frequently as required in response to government announcements.



## Keeping in touch

Email: [Information@shal.org](mailto:Information@shal.org)

Call: 01278 444344

Text: **ASB (plus a message)** to report anti-social behaviour;  
**BAL** to get your latest balance;  
**CARD** to order a new PayPoint card;  
**DD** to set up or amend a direct debit;  
**REF** to get your Payment Reference Number for allpay;  
**PAY** to find out how you can pay your rent;  
**RENTS (plus a message)** to talk to your Housing Officer;  
**REPAIR (plus a message)** to report a repair

to 07984 355553



## Further information

ACAS

[Coronavirus: advice for employers and employees](#)

BBC

[Coronavirus: how many cases are there in your area?](#)

DWP

[Coronavirus support for employees, benefit claimants and businesses](#)  
[Coronavirus and claiming benefits](#)

Government's response to coronavirus

[Action plan: what you can expect across the UK](#)

[Information for the public](#)

[Official response](#)

[Stay at home guidance](#)

Mind

[Coronavirus and your wellbeing](#)

National Health Service

[Coronavirus \(COVID-19\)](#)

[Every Mind Matters](#)

World Health organisation

[Advice for the public](#)

[Myth busters](#)

*Last up-date: Tuesday 24 March 2020*



Be **READY** for #coronavirus

WHO is giving advice on how  
to protect ourselves & others:



Be **SAFE** from coronavirus infection

Be **SMART** & inform yourself about it

Be **KIND** & support one another

Learn more about #COVID19 & share with  
your loved ones: [www.who.int/COVID-19](http://www.who.int/COVID-19)

