

January 2021



## Part of Places for People

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Dear Customer,

I hope you enjoyed the festive season.

As we begin the new year and the UK re-introduces restrictions and national lockdowns to control the spread of Coronavirus, we wanted to provide you with an update on our services, and re-assure you that wherever possible we are delivering services as normal.

The safety and wellbeing of our customers, and colleagues remains our priority with the majority of our staff working remotely from home, however we are continuing to operate as fully as possible and remain focussed on supporting you and maintaining your home as we have done throughout the pandemic.

In Scotland, the rules of operation mean we are currently only able to perform essential maintenance and whilst the rules affecting our operations in most other parts of the UK remain broadly unchanged, due to rising rate of transmission we do anticipate a greater impact than previous months. This may affect our ability to respond to maintenance issues, but we are taking all available steps to minimise disruption as much as possible.

We will be prioritising essential work and wherever possible we will continue to instruct non-essential maintenance and repairs. This will be subject to availability and safe working practices as defined by Government.

Please do continue to report all repair items in the normal way so we can record them and deal with them as soon as possible.

Repairs and Maintenance: 0333 240 6033 or [maintenance@girlings.co.uk](mailto:maintenance@girlings.co.uk)

If your financial circumstances have changed as a result of Coronavirus, please get in touch. It remains your responsibility to meet your rent payments, but if you are concerned about your ability to meet your payments please contact us as soon as possible so that we can provide guidance on help that may be available to you.

Please contact the Tenancy team: 0333 240 6044 or [tenancy@girlings.co.uk](mailto:tenancy@girlings.co.uk)

Thank you for your continued patience.

Yours faithfully,

Jamie Turnbull  
Business Director



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