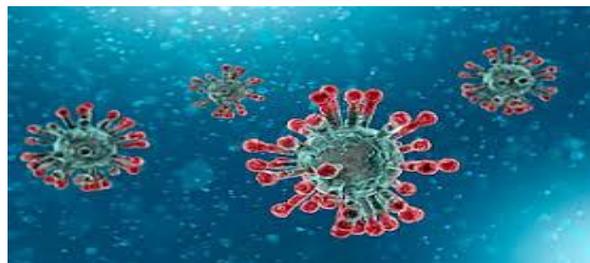


### Coronavirus (Covid019)

#### TMCs response to the pandemic

Our overriding aim is to continue to support our residents, without jeopardising the health and safety of our residents and employees.



#### TMC Office Closed

In response to the Governments advice on social distancing we have closed our office from Tuesday 24 March until further notice to protect our residents, staff and contractors.

**We continue to provide a telephone service on our usual number 020 7265 8343.**

Please only call the above number if you have an emergency repair or enquiry. We encourage you to contact us via our generic email at [enquiries@bancrofttmc.org.uk](mailto:enquiries@bancrofttmc.org.uk) We are working remotely and a member of staff will respond as soon as possible.

During this difficult period we ask that you remain patient.

Please note any home visit/appointments booked have now been cancelled.

#### Vulnerable Residents

Many of our residents are vulnerable and will require support during this difficult period. We have put in place a welfare check system whereby we are telephoning our elderly and vulnerable residents routinely to check on them and find out if they need any advice or practical support.

If you are concerned about a neighbour please contact us on 0207 265 8343 or email us at [enquiries@bancrofttmc.org.uk](mailto:enquiries@bancrofttmc.org.uk)

#### Food delivery to vulnerable residents

On Wednesday 1 April compliment of Councillor M A Hossain, we delivered a hot meal to our most vulnerable residents.

#### Be a good neighbour

We all need to work together and support each other at this unprecedented time. We ask all our residents to be neighbourly; look out for elderly/vulnerable residents - maintaining the governments advice on social distancing; be considerate to neighbours, keeping noise to a minimum as more people are at home and many will be working from home.

We appreciate your understanding during these exceptional circumstances.

#### Essential Pack

We are aware that it is difficult to source some daily essential items and therefore have put together a pack with some essential cleaning and sanitising products for our most vulnerable resident which we will deliver shortly.

#### Social Distancing

We also ask that residents observe government guidance and keep a two-metre distance from any staff or contractors that they encounter around the estate or block, and do not leave your home unnecessarily. We politely ask that you do not engage in conversation with them unless necessary.

## Repairs

All non-essential repairs are suspended until further notice. We will let you know as soon as our normal service resumes.

We will only be offering an emergency repairs service. An emergency is a fault that carries risk of immediate injury to people, for example:

- A gas leak or dangerous electrical fault
- Major damage to the structure of your home
- A serious security problem, such as a front door that cannot be locked
- The loss of essential services, such as water or electricity.

We will not be carrying out any non-emergency repairs which may have been booked.

If your heating and hot system breaks down please contact Tower Hamlets Homes on:

**0207 364 5015/0800 376 1637**

Our contractors when attending to essential/emergency repairs they are taking extra safety measures to protect you and themselves while they work in your home.

- They will wash their hands when they arrive and before they leave your property
- They may wear masks, gloves and use hand sanitiser
- They may use an antibacterial cleaning solution or wipes on surfaces in the area they are working in

In line with Government advice, please keep your distance while they are working in your home preferably stay in a different room or keep at least 2 metres away.

We are not logging or booking non-essential repairs at present. Please contact us when services resume fully.

For out of hours emergency repairs, please contact THH as usual on: **0207 364 5015/0800 376 1637**.

## Estate Cleaning

As a housing provider, we feel that the cleaning is an essential service as Public Health England (PHE) and the Centre for Disease Control and Prevention (CDC) have recommended that regular cleaning of communal areas can help prevent the spread of Covid-19. As a result we have asked our caretakers to focus on high touch areas such as lifts, handles and stair handrails.

We have also asked a separate team to come onsite to deep clean the blocks ensuring that our cleaning is in line with the government guidelines, and by continuing to deliver this service it helps to keep residents and visitors safe.

To alleviate risk and protect the wellbeing of our staff, those delivering essential services have been encouraged to travel outside of peak times.

## Changes to waste collection

We have been informed by London Borough of Tower Hamlets (LBTH) that there is a reduced service due to the current situation with Covid-19. If you have a doorstep collection for both general waste and recycling, please ensure that it is out by 7am and clearly visible to the collection crews from the road.

Due to the current situation, LBTH have suspended bulky items collection if you require further information in regards in how to dispose your unwanted goods please contact LBTH on 0207 364 5000.

Missed collections should be reported to LBTH on 0207 364 5000 in the first instance, however there may be a delay in responding due to the current situation. We apologise for any inconvenience this may cause.

## Welfare Benefits

**Rents account questions** – Tower Hamlets Homes can take calls for urgent questions only. For information in regards to rent balances, these can be found on: [www.towerhamletshomes.org.uk/Tenants/MyTHH.aspx](http://www.towerhamletshomes.org.uk/Tenants/MyTHH.aspx)

**Financial Health Centre** – The office based in Massingham Street is closed. However, if residents need urgent help or advice on benefits, universal credit, debt or other financial issues, please contact them in 0207 364 2200 between 10.00am – 4.00pm Monday – Friday or email them on: [fhc@thh.org.uk](mailto:fhc@thh.org.uk)

**Money Advice Service** – For free and impartial money advice visit:

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

## Other Help

**LBTH** – People at the highest risk of severe illness from coronavirus and extremely vulnerable residents can call the council on: **0207 364 3030** or:

[www.towerhamlets.gov.uk/lgnl/health\\_social\\_care/health\\_and\\_medical\\_advice/Coronavirus/Contact\\_us\\_for\\_help.aspx](http://www.towerhamlets.gov.uk/lgnl/health_social_care/health_and_medical_advice/Coronavirus/Contact_us_for_help.aspx)

**NHS** – Register online if you have received a letter from the NHS because you are extremely vulnerable: [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)

**NHS** – Get medical help near you: 111 or: <https://111.nhs.uk/>

**Age UK** – For advice or information on money, care and health: 0800 678 1602 or [www.ageuk.org.uk](http://www.ageuk.org.uk)

**Mental Health** – You may be worried about Covid-19 and how it could affect your life, contact Mind Infoline: 0300 123 3393 or: [www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/](http://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/)

**Emotional Support** – Samaritans provide 24-hour emotional support for anyone who needs to talk: 116 123 or: [www.samaritans.org/](http://www.samaritans.org/) or email: [jo@samaritans.org](mailto:jo@samaritans.org)

**Food Banks** – First Love Foundation are there to help and support those facing crisis: 0203 069 9877 or [www.firstlovefoundation.org.uk/about-us/](http://www.firstlovefoundation.org.uk/about-us/) or visit the office at: Unit C18, Poplar Business Park, 10 Prestons Road, London E14 9RL

**WhatsApp** – Covid-19 support group for Bancroft & Cleveland Estate: <https://chat.whatsapp.com/KhywqPGSUNaEF9SKef3k17>

## For information on coronavirus visit

If you are self-isolating because of suspected coronavirus please send us an email on:

[enquiries@bancroftmc.org.uk](mailto:enquiries@bancroftmc.org.uk) or call us on: 0207 265 8343 so that we can take appropriate measures in the event that we need to visit your home. If you have the symptoms, call the NHS on: 111.

For the latest information on coronavirus, including the situation in the UK and information about the virus and its symptoms refer to the NHS England guidance. The best way to protect yourself and others from coronavirus, as with any virus, is to practice good hygiene:

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away
- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean

You can watch a video from the Public Health England, on how to wash your hand effectively. If you think you might have coronavirus, or you've been in close contact with someone who has it:

- Stay at home and avoid close contact with other people
- Do not go to the GP surgery, pharmacy or hospital
- Use the NHS 111 online coronavirus service to find out what to do next

The 111 coronavirus service will tell you if you need to continue to stay at home (self-isolate) or if you need medical help.



HM Government

**NHS**

# Coronavirus

## Isolate your household

## Stay at home

If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **Everyone in your household must stay at home** for 14 days and keep away from others.
- ✘ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

**CORONAVIRUS**

**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**

