



Bancroft TMC COVID-19 Service Update

Dear Residents,

During the Coronavirus (Covid-19) crisis we have tried to deliver services in the safest way possible. We have kept in contact with our most vulnerable residents and we have been delivering essential repairs in line with Government guidance.

As restrictions eased, we planned a phased return. Staff returned to the office and reception service resumed on an appointment basis from 7 September. We also started carrying out non-essential repairs. However, we have had to make some changes once again to help keep everyone safe and slow the spread of COVID-19 in line with Government advice.

The health and safety of our residents and staff is our top priority so we're doing all we can to keep you safe and protect the services that are most important to you. In order to provide the best possible services to our residents who may be affected by Coronavirus symptoms, have caring responsibilities or travel restrictions and to protect our staff we will be providing the services as detailed below.

Access to services

You can continue to contact us on our usual number 0207 265 8343 from 9:00 am to 5:00 pm. However, you are likely to experience longer waiting times than usual when contacting us by telephone and we encourage everyone to utilise the website www.bancrofttmc.org.uk for information and email us at enquiries@bancrofttmc.org.uk for non-urgent matters. Please remember to include your contact number if you require us to contact you by phone.

Our staff will be working remotely and will be on hand to help residents with accessing essential services.

Reception Service

We will see residents by appointment and in emergencies only.

Repairs

We will be focusing on delivering essential repairs only, such as gas, electricity and leaks, cleaning and looking after vulnerable residents.

Essential Repairs	Non-Essential Repairs
<ul style="list-style-type: none"> Loss of essential services such as water, gas or electricity 	<ul style="list-style-type: none"> Minor day-to-day repairs adjustments or inspections
<ul style="list-style-type: none"> A gas leak or dangerous electrical fault 	<ul style="list-style-type: none"> Mould and condensation
<ul style="list-style-type: none"> Security locks and window restrictors 	<ul style="list-style-type: none"> Decorations, plastering, tiling and flooring
<ul style="list-style-type: none"> Severe leaks 	<ul style="list-style-type: none"> Bath panel renewals
<ul style="list-style-type: none"> Communal and estate repair 	<ul style="list-style-type: none"> Any repair required as a result of damage, neglect or misuse by the resident
<ul style="list-style-type: none"> Works in our empty properties 	
<ul style="list-style-type: none"> Major damage to the structure of your home 	
<ul style="list-style-type: none"> A serious security problem, such as a front door that cannot be locked. 	

The following repairs are provided by Tower Hamlets Homes (THH). Please call on 0207 364 5015 or visit www.towerhamletshomes.org.uk.

- Heating, hot water and gas servicing
- Lift repairs
- Door entry phone repairs

Gas Servicing

Gas Safety check is a legal responsibility and so important, that THH have continued to carry out the annual checks during lockdown.

THH have to carry out gas safety checks in tenanted homes. If you are worried because you, or someone you live with, is self-isolating or vulnerable please contact THH and don't just simply refuse access as this will result in a court action and forced entry to complete the check.

Carrying out Repairs in your Home Safely

Our contractors are taking extra safety measures to help keep you and themselves healthy while they work in your home. We will ensure they complying with the government's guidance on managing the risk of COVID-19 at all times.

As a minimum inside buildings and homes, contractors will maintain the social distance guidance and wear PPE, including gloves and face masks. If a resident is clinically vulnerable, isolating, or shielding and it is essential for us to complete a repair, overalls and shoe covers will also be used.

Our contractors use hand sanitiser and have cleaning materials to ensure surfaces they come into contact with are clean before and after work.

In line with Government advice, please keep your distance while they are working in your home. If possible elderly, pregnant or vulnerable residents should stay in a different room or keep at least 2 metres away.

Communal Repairs

Communal and estate works will continue as usual because there is no risk of close contact between people.

Estate Cleaning

Our caretakers have continued working during the lockdown focusing on health and safety areas such as increased cleaning of communal areas including door handles, lift buttons, handrails and switches etc. Please keep 2m away from them as they go about their daily tasks.

Waste Collection

Waste collection has not changed and continues as usual to be provided by LBTH. If your waste collection has been missed, please let us know and also contact LBTH on 020 7364 5000 or online at www.towerhamlets.gov.uk/ignl/environment_and_waste/recycling_and_waste/Recycling_and_waste.aspx

To ensure health and safety, dispose of your rubbish properly in the allocated bins and continue to be mindful and respectful of other residents.

Community Garden & Play Area

These remain closed as it is not possible to guarantee social distancing and that equipment will be free from COVID-19.

Noise/Gatherings

Please be mindful of noise, such as keeping your television at an appropriate volume and refraining from using washing machines late at night.

If you are concerned about people gathering, you can inform the Police by calling **101** to take enforcement action where appropriate. You can also report this to LBTH on Tel: 020 7364 5007 or by emailing environmental.protection@towerhamlets.gov.uk

If you are suffering from ongoing noise nuisance caused by a neighbour, you can report this to us in the normal way. We will follow up your complaint with the resident directly.

Domestic abuse - you're not alone

If you or someone you know is at risk of, or suffering domestic abuse, help is still available. Remember, in an emergency always call 999. If you're in danger and unable to talk on the phone, call 999 and then press 55. This will transfer your call to local police who will assist you without you having to speak.

If you are concerned that a friend or neighbour is experiencing domestic abuse, always call 999 in an emergency, otherwise call Crimestoppers on 0800 555 111 to report it anonymously.

Other useful numbers:

Tower Hamlets Victim Support – 020 7364 7957/2448

Victim Support 24-hour support line - 0808 1689 111

National Domestic Violence Helpline for free safety advice and refuge spaces is open 24 hour support line 0808 2000 247

Bogus callers

Bogus callers try to get into your home by pretending to be someone they're not, including repairs contractors, council staff, meter readers, or even police officers. Please be careful when you open the block door as well as your own front entrance door. If someone does come to the door, it's important to remember the following:

<i>Use the spy hole or door chain.</i>	Always put the chain on before opening the door and keep it on while talking to callers. Don't feel embarrassed - genuine callers expect you to be careful.
<i>Check ID.</i>	Genuine callers will carry photo ID and show it when you ask. Ask for ID from anyone who comes to your door, whether you expect them or not. Keep the door chained while you inspect their ID.
<i>Call the office</i>	If the caller is unexpected, ring their office to confirm their identity. Don't use the number on their ID card, look it up in the telephone directory or a recent bill. Genuine callers won't mind waiting.
<i>Don't assume</i>	Wearing a uniform don't make a caller genuine. If in doubt, tell the caller to come back when someone else is home. Genuine callers won't mind rearranging. You can tell callers to contact you by letter to arrange a more convenient time.
<i>Appointments</i>	Only let callers in if they have an appointment, and you are absolutely sure they are genuine.

Applications for estate parking spaces, garages and sheds

Please email THH if you have an urgent enquiry on contactus@thh.org.uk or call on 0207 364 5015 then press option 5 and then option 2.

Financial Health Centre

We recognise that coronavirus has affected many residents with loss of employment or changes to income and that this can be stressful and challenging. If you need urgent help or advice on benefits, universal credit, debt or other financial issues please contact on 0207 364 2200 or email at fhc@thh.org.uk

We appreciate that the situation is changing rapidly and we will continue to update you as quickly as we can. In the meantime, the TMC staff team are on hand to help should you have any questions.

Ways to contact us:

Telephone: **0207 265 8343**

Email: enquiries@bancrofttmc.org.uk

Web Contact form: www.bancrofttmc.org.uk

During out of hours for all emergency repairs please call THH on **0207 364 5015/ 0800 376 1637**



**KEEP
TOWER
HAMLETS
SAFE**



TOWER HAMLETS

NHS

Test and Trace

COVID-19 CASES ARE INCREASING IN TOWER HAMLETS

TO PROTECT YOURSELF AND OTHERS:



HANDS

Wash hands regularly



FACE

Wear a face covering



SPACE

Keep a safe distance

BOOK A FREE TEST NOW

nhs.uk/coronavirus OR CALL 119