

Housing Executive and Covid-19

The Housing Executive has issued this guide to its response to the current public health crisis caused by the pandemic coronavirus.

In line with government advice on the management of the coronavirus outbreak, it has become necessary to make changes in the way we deliver our services. These changes are intended to protect our customers and our staff while ensuring that we continue to provide key essential services.

The main changes are as follows:

Local Offices:

All public reception areas in our local offices will close with immediate effect and until further notice. Staff will still be working from our offices and we can be contacted on these telephone numbers:

- 03448 920 900 - General enquiries
- 03448 920 901 - Repairs
- 03448 920 902 - Housing Benefit

Please note that staff will not be carrying out home visits until further notice.

Homeless Services / Applying for a house

Our services will be disrupted as a result of the closure of our local offices and staff being unable to carry out home visits. However, we will continue to provide advice and assistance by telephone. Customers should contact the general enquiries number above.



Rental Payments

Customers facing financial difficulties as a result of the on-going emergency should telephone their patch manager for further advice. We will have a sensitive approach to those in financial difficulty. Repair Service

To minimise the spread of the virus and in keeping with the Governments advice on social distancing, over the coming days our repairs service we will be moving to an emergency service only until further notice. We will therefore only carry out repair works where there is a risk to life or property.

When reporting a repair, staff will be asking if customers are self-isolating, and, if so, our contractor will be advised. Our contractors will have to carry out a risk assessment before attending to the works and they will contact you to advise on what to do next.

Repairs can be reported by telephone - 03448 920 901 or online [Report a repair online](#)

Housing Benefit

Housing Benefit payments will continue as normal. Should you wish to make a new claim or advise of a change in circumstances please telephone the Housing Benefit number above.