



South Western Housing Society (SWHS) Covid-19 information.

SWHS are well prepared for events such as those we are experiencing as the nation responds to Covid-19. We have in place 'Continuity Plans' which we are now implementing, they facilitate our operations in the current environment, ensuring that our residents continue to receive our service and allow them to live comfortably and safely within their homes.

There are some changes in the way we are operating and matters for you to consider as outlined below:

You

At this time, it is very important that we look after ourselves and ensure that we follow Government advice in order to suppress the spread of the Covid-19 virus. For the latest and most up to date information on how to do this please visit <https://www.gov.uk/coronavirus>.

It is important that we pay attention to our wellbeing by interacting with others via the phone or internet based system, taking fresh air if safe to do so and keeping active. There is some great advice on this at <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>.

Your home

We will always seek to ensure that your home is a safe place to be and in particular throughout this time.

Our repairs service is currently working normally and you can report any repair issues in the normal way. Please let us know if there is anyone who is unwell in the property or if you have any concerns about repair operatives visiting your home.

Finances

For many, the impact of Covid-19 is financially immediate. With jobs at risk and wages halted. We understand the challenges that will now exist for households experiencing employment uncertainties and the difficult financial decisions that they will face. If you find yourself in a position whereby you may not be able to pay your rent due to the impact of Covid-19 please contact us on 01934 750780, we will return your call and ensure that you are offered advice and support.

Please find the following link to money advice which outlines what support is currently available for those who are renting, including on how to apply for Universal Credit if you need support while you're off work because of the Covid 19 Virus.

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-and-your-money>

For further information, relating to financial support please see useful links below:



- The Department for Work and Pensions:
<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>
- Citizens Advice:
<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>
- Shelter (Housing Advice)
https://england.shelter.org.uk/housing_advice/coronavirus

Your neighbours

Finally, many small rural communities have set-up local support groups to help affected households. I would ask all residents to think about their neighbours, particularly the elderly, vulnerable and those living alone at this time. They will need your help and support.

We also recognise that this may be a difficult time for some people, with neighbours at home more of the time and children not in school. Please be patient with your neighbours. If you have a problem, try to talk to them about it so you can resolve anything amicably.