



Willow Tree Housing Partnership

Partnership Position Statement on Coronavirus

Since the first government broadcast on Coronavirus delivered in March, WTHP has adhered to all advice and guidance issued, with the primary objective being to continue to deliver essential services wherever possible whilst ensuring the safety of our staff and tenants remains paramount.

As we begin to ease out of the measures imposed and more flexibility is built into the management of the pandemic, WTHP remains mindful that for many people, the aftermath of living through such measures has created levels of wariness and anxiety in relation to returning to ways of life that before were considered routine and regular.

Whilst WTHP has resumed a full management service in every respect bar face to face or home visits from staff, it is continuing to enable all stakeholders and colleagues to work and receive the service in the way that at present best suits them and will continue to do so until at least the onset of winter.

WTHP will continue to rigorously comply with measures in place to mitigate the impact of the virus and maintaining strict hygiene and social distancing arrangements remains of paramount importance. It is for this reason that staff continue to be required to operate through digital mediums in order to ensure health and safety of all is put first.

Our sole aim throughout the course of the pandemic continues to be to support all efforts being made to ensure our staff and residents are not impacted adversely by our actions.

The following operating practices currently apply:

- All staff are enabled to work from home.
- Access to the service for residents and any other stakeholders is via telephone messaging, video conferencing, text message or email.
- The Society operates as normal during published opening hours by way of the methods set out above.
- A routine maintenance and lettings service is in place.
- Face to face meetings are not taking place between staff and tenants.
- WTHP will continue to monitor the situation regularly and will keep all residents and stakeholders informed via the website, text or letter as or if the current position changes.

Donna Johnson
Chief Executive
Thursday 20 August 2020