



# 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 residents remains paramount.

Recent announcements and renewed concerns over a second spike has prompted a review of current practices.

We are pleased to confirm that services to residents continue uninterrupted, barring the access to face to face meetings with members of staff. Interactions of this nature are conducted electronically or on the phone.

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.
- 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**  
**Tuesday 29 September 2020**