

OUR RESPONSE TO THE COVID-19 CRISIS

As at
3rd April 2020

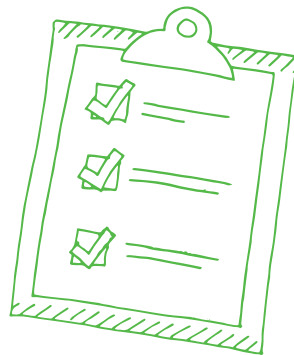


Supporting our customers

Over recent weeks, and in the months to come, we are and will **continue to support customers** and colleagues during the COVID-19 pandemic.

Some people will be affected in relatively small ways, whilst for others this will be of huge significance; but **everyone in some form or other will be impacted.**

We have set out here what we are doing to **support our customers and colleagues** as the pandemic continues to affect our daily lives.



Communication



We have **ramped up communications with customers**, and have made a commitment to stay in contact throughout the pandemic. We are doing this through email, phone calls and postal services.

We have also set up a **specific area on our website** and produced a number of digital newsletters. We will continue to update customers on any COVID-19 specific issues through our website newsfeed and social media.

All our colleagues are now **working from home** with the technology to enable this. We continue to have a small skeleton staff in place at our supported schemes and front-line emergency repairs and compliance services.

We are providing **Daily Updates** for all colleagues and a **Weekly Leaders Update** for Managers.





Customers

Helping those customers who are **alone, self-isolating, older** or **have no social contacts** in the community has been a priority over recent weeks.

Due to the high number of vulnerable customers across MSV's neighbourhoods we have **drafted in additional resources** from other teams across the organisation to help with 1:2:1 welfare calls.



Social Distancing

Social distancing and the 'stay at home' message has been a concern for some customers, who have contacted us to say this has not been happening at their schemes or estates.

We have successfully served the **first injunction in the country** against a customer who was persistently flouting the rules.

This has sent a clear message to those who have failed to abide by government advice. We took this decisive action to save-guard the health and lives of residents, their families and neighbours in the communities we work with.



We have called over 1,200 of our more vulnerable customers.

As a result we have:

- ★ Linked people up to local support services
- ★ Made sure food deliveries are getting through
 - ★ Made sure medicines are getting through
 - ★ Helped people with their loneliness and isolation
 - ★ Picked up any emergency repairs



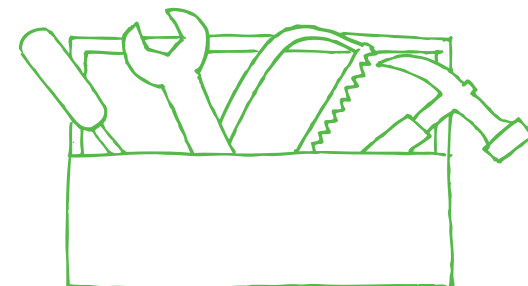


Repairs

- ★ We continue to carry out **emergency repairs**, but all other repairs have been paused.
- ★ We are **logging all non-essential repairs** so that these can be progressed once the social distancing measures are relaxed.
- ★ We are also **continuing** to carry out some compliance visits, such as gas safety and fire safety checks.
- ★ Some customers have requested we do not carry out compliance visits, and we will, at this time, **respect this**.



- ★ All front-line colleagues who are entering customers' homes are provided with full personal protective equipment and specific **social distancing procedures** apply whilst they are in attendance.
- ★ Where a report of a COVID-19 case is reported, we have put in place **tracing procedures** to ensure contact from colleagues is minimal and fully documented.



Communal Services

We have temporarily suspended communal services but this is under review.






Lettings

We will not be carrying out any new lets, transfers or property sales during the pandemic.

We are still carrying out **emergency lets** to those in desperate circumstances. Recent examples are...

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- ★ we have rehoused a woman **fleeing domestic violence** from a city in the Midlands who needed to live near Stockport;
 - ★ an **NHS keyworker** who was sofa surfing; and...
 - ★ a number of **rough sleepers** through Housing First.



FINANCIAL SUPPORT

The Money Management Team are **working with customers who are struggling to pay their rent**, either because they have lost their job, are on zero hours contracts or have been furloughed.

No customers will be evicted during the pandemic, and we are taking a proactive approach to help those falling into arrears.

We have spoken to over **150 customers** since the beginning of March regarding their worries over self or imposed isolation as well as those losing their jobs due to the pandemic.

Many of these customers will have to sign up to **Universal Credit** now which is also something we are also advising on.





Young People at our Foyers

We have worked with our customers **aged 16-25** at the Manchester and Blackburn Foyers and Forest Court to ensure there is **respect for social distancing**.



Teams are working on a rota basis to ensure there is **cover** at the schemes during (10-7pm) with concierge service during the evening and weekends.

Staff are contacting young people daily to ensure they have **access to their support workers** and discuss any wellbeing issues which are further supported by the counsellor.



We are keeping the service **under review** and ensuring we can adapt to the needs of the young people and guidance from the government.



Customers in Supported / sheltered housing

Customers in our sheltered, extra care, supported and 50+ housing schemes are at a **higher risk** than many.

We have **rotas in place** to ensure schemes are kept clean, statutory communal compliance checks are carried out and customers supported.

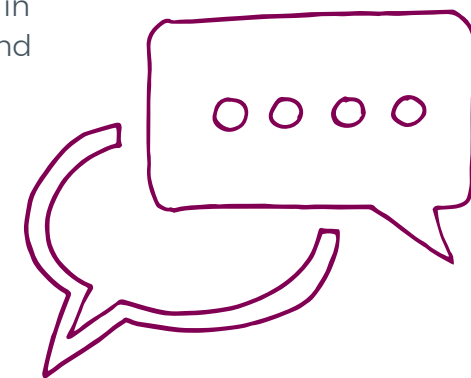
Daily calls are made to all residents to ensure they are safe and all communal areas are closed with agreed rotas for the laundry service to ensure one person uses the premises.

We are **working closely** with onsite care providers in the extra care schemes.

Lettings on our schemes have been **suspended except for emergency moves** required to ease hospital discharge and homelessness.

We are also **working closely** with our supported partners with our supported housing officers keeping in contact and carrying out phone call audits and meetings to ensure ongoing compliance is met at our supported schemes.

Officers are also **keeping in touch** with schemes without any onsite support to ensure customers have access to the relevant information about our services.





Volunteering



We have made a **commitment to our colleagues** that they will be given the flexibility to **carry out volunteering** either for MSV and our partners, or in their own communities. **7 colleagues** have volunteered to help secure food, medication and emergency accommodation for rough sleepers in Greater Manchester.

MSV are a Trusted Referral Agency for the **Manchester Food Response**.

No MSV colleagues will be furloughed at this stage, but this will be kept under review.



Lead contacts within the organisation are:

Mobra Team (leaders within the organisation with overall responsibility during the COVID-19 pandemic)

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