

15 October 2020

Dear Resident

COVID-19 SERVICE UPDATE

In conjunction with discussions with other community housing providers, the Association plans to re-open our Ballindalloch Drive office from **Monday, 19 October 2020**. For the foreseeable future, to comply with Covid Secure requirements, access to the office will be through an appointment based system only. Our normal non-urgent repair service and restricted home visits for tenancy matters only will also resume.

Please note that although we're opening the office, some staff may still be working from home and/or staff may be working on a rota basis so the continued patience and understanding of residents is appreciated.

Covid Secure Measures - When visiting the office or an MHA employee or contractor visits your home, the following Covid Secure measures in place to protect residents and staff.

- Risk Assessments
- Social distancing measures
- Strict hygiene regime
- Wearing personal protective equipment

A short booklet entitled 'Covid-19 Safety Measures Entering your Home' can be viewed on our website at www.milnbank.org.uk If you wish a copy, please contact the office.

Access to the free Mental Health & Wellbeing counselling support service also continues and can be contacted on [08001076147](tel:08001076147).

Should you have a need to contact the Association, please telephone [0141-551-8131](tel:0141-551-8131) or email admin@milnbank.org.uk

(Please note: The above arrangements are subject to change on the advice of Government announcements)

Yours faithfully



Alan Benson
Director

Thank You, Stay Safe

