

Dear

Coronavirus: Protecting tenants and staff and maintaining quality customer service

As efforts step up to prevent and limit the spread of Coronavirus throughout the UK and beyond, I wanted to get in touch to tell you about the steps we are taking to minimise service disruption and support our tenants and staff.

Information

First and foremost, Albyn Housing Society is committed to playing our part to curb the spread of the virus

We realise that there is a lot of information being provided on TV, radio and social media, and we don't want to add to the noise so for the latest advice, we recommend the dedicated news pages being updated regularly by [Health Protection Scotland](#) and the [NHS](#).

Albyn Housing Society Staff

Following the latest advice from the UK Government, the majority of Albyn staff will now be working from home, although we will also be maintaining a skeleton staff at our locations in Invergordon and Inverness.

This approach will allow us to reduce the risk of spreading the virus, while also ensuring that we are able to deliver essential customer-facing services over the coming 4-6 weeks when the peak infection period is expected to land.

While we make the adjustments that make it possible for staff to work effectively from their homes, we will do everything we can to manage any disruption. We would be very grateful for your patience and support while we all get used to this new way of working.

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Accessing services safely

I would also like to reassure you that our tenants' wellbeing is our number one priority.

We appreciate that many of our customers prefer to meet face to face with our housing officers. However, in the interest of protecting staff, tenants and the wider public, we will be limiting face-to-face contact, with only a few exceptions where in-person attendance is unavoidable.

While these measures are in place, all contact with housing officers should be made by email or telephone in the first instance.

Whenever direct contact is required, we will take steps to identify whether those we will be meeting are vulnerable to the virus through a series of questions based on the latest UK Government advice.

We will then take steps to facilitate direct contact safely for everyone – bearing in mind that some people can be carriers of the virus without showing symptoms.

Ultimately, we are dedicated to protecting those most vulnerable from the effects of Coronavirus, and we are working with a wide range of partners to support those most at risk.

Thank you for the time you have taken to read this update. We want to reassure you of our commitment to you as a tenant and customer during this uncertain time.

If you have any concerns, please contact your housing officer or housing assistant, via email or phone number. The Customer Services South Team number is 0300 323 0991 and the Customer Services North Team is 0300 323 0990.

With best wishes,



Lisa Buchanan,
Chief Executive, Albyn Housing Society