



Unit 7, Baseline Studios
Whitchurch Road
W11 4AT

17 March 2020

Dear resident,

Changes to services in response to latest health advice

Many of you will be concerned about the recent coronavirus outbreak.

Following new advice from government and Public Health England, I am writing to update you on what the Lancaster West Neighbourhood Team are doing in response, to ensure residents remain able to access our services.

- **Emergency and urgent repairs** will remain our top priority and we will continue to be carry these out. Please call **0800 389 2005** to report an emergency repair at any time. You can also report a repair using the WeAreW11 app. This app is for sole use of residents living in the homes we manage, and is free to download from App stores. If you are self-isolating, please let us know in advance so that we can take steps to keep you, your neighbours, and our staff safe. We will attend however our staff will wear specialist personal protective equipment.
- **Repairs that are already scheduled** will go ahead as planned unless someone in your home is showing symptoms of coronavirus, or you would would prefer to delay the repair. We have advised our operatives to wash their hands between every job, and they have been provided with hand sanitiser, and disposable gloves.
- **New non-urgent repairs** will not be carried out until further notice. However it is important that you still call and report these repairs so that we can make a note of all details and prioritise them as soon as normal services resume.

Cleaning and caretaking

We are continuing to prioritise the cleaning of high-traffic touch points, including door handles, door entry panels, stair rails, and lifts.

Refurbishment and limiting noise

We will continue to complete flat refurbishments, both of empty properties to alleviate housing need on the estate through the Local Lettings Plan, and where major work is being undertaken in a number of existing homes.

If you are self-isolating and disturbed by noise in adjacent properties due to refurbishment work, please contact us on **0800 389 2005** or lancasterwestoffice@rbkc.gov.uk and we can stop or limit noisy work, or will agree an acceptable window of time with you.

Looking after our neighbours

If you are concerned about a vulnerable resident, please let us know. We will be checking in on vulnerable residents during this time but we are asking all residents to support each other. Whether it's popping to the shops, dropping off post or having a chat on the phone, we all have a part to play to support our local community through this period of disruption.

Helping residents in financial difficulties

We are aware that some residents may experience financial difficulties over the coming weeks, depending on the length, severity, and impact of the pandemic. If you do fall into financial difficulty, please make sure you contact us as early as possible so we can agree an appropriate payment plan for your rent over a period of time that is affordable to your household.

Please keep in touch

Although the Lancaster West Neighbourhood Team offices at Baseline Studios will remain staffed, we are encouraging residents not to visit us unless you really have to. You will be asked to wait in the front reception area if you do, for the health of residents and staff.

We will be posting regular updates on Instagram, on our App, and sending out letters to residents as we have further updates. As a reminder, our key contact details are as follows:

Phone: **0800 389 2005**

Email: lancasterwestoffice@rbkc.gov.uk

App: **WeAreWII** download to Apple or Android from the App Store

Instagram: **@lancasterwestneighbourhoodteam**

If you have any further concerns, feel free to email me directly at james.caspell@rbkc.gov.uk, or send me a message on twitter **@jjcaspell**.

Yours sincerely,



James Caspell
Neighbourhood Director