



As lockdown measures are eased, we are really pleased to be able to restart more services, in line with the latest government guidance. **We are now ready to take repairs requests online and by email from 10 August.**



Throughout the coronavirus pandemic, our primary focus has been on delivering essential services to customers, while keeping each other safe. Our services are being restored in phases. In phases 1 and 2 our teams have been working flat out to complete repairs for customers who have been waiting since before lockdown; completing outdoor works to properties; and getting empty homes ready to let. **Your patience and understanding during this period means we are now ready to restore other services and move to phase 3.**

**10  
AUG**

#### From 10 August

- you can report non-emergency repairs using myGreenSquare, our website, and by email to [info@greensquaregroup.com](mailto:info@greensquaregroup.com)
- our standard adaptations service will resume
- we will accept written requests by email or letter for tenant alterations

**17  
AUG**

#### From 17 August

- new mutual exchange applications will be accepted

**24  
AUG**

#### From 24 August

- you will be able to report non-emergency repairs by phone to our contact centre on 01249 465465

**7  
SEPT**

#### From 7 September

- our full range of services will be available by phone
- major works (kitchen and bathroom upgrades, for example) will restart

**Estates services:** Due to lockdown we are experiencing high volumes of items left in communal areas; our teams are in the process of removing all fire risk items in order to ensure the safety of customers.

**55+ services:** We are putting measures in place to restore on-site services and reopen communal areas within our sheltered housing and extra care schemes in September.

*\* All dates are subject to there being no change to the government's advice in relation to coronavirus; our priority will always be to ensure the safety of customers and staff.*

**Our offices and Chippenham reception remain closed.**

### Keeping customers and staff safe while working in your home

**If you have developed Covid-19 symptoms, or had a confirmed case, within the last 7 days please contact us straight away so that we can update our records.**

We ask this to ensure we are protecting our staff and other customers and reduce the risk of transmission.

When you contact us to report a repair, our contact centre staff will ask you some additional questions, and so will our operatives when they visit your home.

When our operatives arrive at your home, they will be wearing uniform, gloves and a face mask. They will knock on your door and stand two metres back. Once they have all the necessary information, they may change their personal protective equipment to ensure it is more suitable for the task they have to do.