

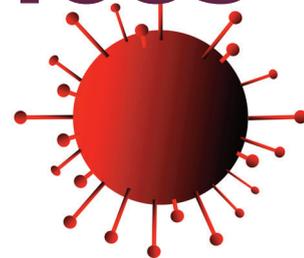
## Update on our services

This bulletin is designed to update you about our services, now that the government has issued new advice. We are continuing to put the safety of our residents, staff and contractors first.



### Our services from October

- Our staff are still mostly working from home.
- We are still limiting face-to-face contact.
- **If you need to contact us, you should still phone 020 8524 6987 and leave a message. We will call you back as soon as we can.**
- We are still having to limit the ways you can use your communal facilities.



**Important:** Please tell us if anyone in your household has tested positive for coronavirus, so we can offer support and keep others safe.

### Repairs and maintenance

Our repairs and maintenance service is running normally. However, some jobs may be delayed if our contractors have trouble getting supplies.

Our gas contractors, Swale Heating, are carrying out annual gas safety checks as normal. Please give them access when they send you an appointment, or phone them on 01795 503365 to arrange a more convenient time.

Our contractors will take care not to put you at risk. They may ask you to wait in another room while they work. Please tell them in advance if anyone in your home has coronavirus symptoms.

### Cleaning and other services

Cleaning is back to the normal routine at our schemes. We will arrange for extra sanitising work, or a full deep clean, if the need arises.

Our grounds maintenance and window cleaning services have run normally throughout the pandemic. Our staff have also carried out fire alarm and other health and safety checks.

From 1 October, our cleaning and grounds maintenance contract is held by Cleanscapes and Groundscapes. Our new cleaner is called Patrick.

### Communal areas

For safety reasons, we are still keeping the communal lounges and toilets at our sheltered schemes closed. Please also:

- get into lifts only with people who live with you
- use laundry rooms one person at a time
- keep your distance (2m/6ft if possible) from others when using shared corridors or stairways.



# Coronavirus: Financial support update

For the most up-to-date details, go to the gov.uk website or www.moneysavingexpert.com

## 1 Furlough scheme ends, job support scheme begins

The furlough scheme ends on 31 October. A new Job Support Scheme begins on 1 November and will run for six months. To be eligible, you must have been on the payroll from 23 September 2020 and be working at least a third of your normal hours, for a small or medium-sized company. Under the scheme, you get at least 77% of your normal pay – paid for by your employer, with input from the government. However, it is capped for people earning more than £38,000 pa.

## 2 Sick pay if you're working and not claiming benefits

If you can't work because you or someone in your household is sick, or if you have been told to self-isolate by a doctor, NHS 111, or one of the contact tracing schemes:

You may qualify for £95.85 a week in Statutory Sick Pay (SSP) from your employer, for up to 28 weeks. If you have several jobs you may get SSP from each employer.

You can apply from day one and self-certify for the first seven days.

### To qualify for sick pay, you:

- need to be an employee or an agency worker – including some workers on zero hours contracts, and
- earn an average of at least £120 per week.



## 3 NEW Self-isolation payment

if you're on a low income and claiming benefits and you are told to self-isolate by the NHS test and trace service, you can claim a £500 payment by phoning your council.

## 4 If you don't qualify for sick pay or job support, or have lost your job

You can apply online for:

- Universal Credit, or
- Employment and Support Allowance.

Don't delay in making a claim.

## 5 If you already claim

You are currently getting a £20 weekly top-up, if you claim Universal Credit or Working Tax Credits.

JobCentre appointments are gradually being reintroduced.

## 6 NEW Work placements for young people

Universal Credit claimants aged 16 to 24 will be able to take up paid, six-month work placements from October. Talk to your Jobcentre work coach for more details.

**BE AWARE** that scammers are making phone calls, sending texts and emails claiming to be from HMRC. Give no information and don't click on links. When HMRC contacts you direct, you will be able to go to the gov.uk website to complete an online form.

## 7 If you are self-employed

You can claim Universal Credit to make up for having no sick pay.

If you normally claim Universal Credit, the Minimum Income Floor currently suspended.

If you are eligible for the Self-Employment Income Support Scheme, you must claim your second grant by 19 October 2020. This taxable grant is worth up to 70% of your average monthly profits, capped at £2,190 each month. You can claim this, even if you are still working.

**NEW** There will be two further grants. The third will cover from 1 November to 31 January and be worth 20% of your average monthly profits, capped at £1,875.

The fourth grant will cover from 1 February to 31 April 2021. The details will be announced later.

### You will be eligible for self-employed grants if:

- your income was affected at the time set by each grant (and you will be able to prove it at a later date)
- more than half of your income comes from self-employment
- your average annual profits are less than £50,000 a year
- you were self-employed before April 2019, and
- you are still trading and intend to continue.

# RENT

## Stay on top of your payments

**We recognise you may be facing difficult times – especially if you're worried about your job.**

If your situation has left you with less money, we need you to tell us. If you are struggling to pay, we will offer support and advice. We will be flexible about making a payment plan that works for you.

Be aware that the eviction ban brought in by the Coronavirus Bill, and extended for a further four weeks, has now ended.

We still have to give people six months' notice before evicting them – unless we are evicting for anti-social behaviour or domestic violence. This change will last until 31 March 2021.

However, this is not a rent holiday. You must still do your best to pay in full and on time. We need the money we collect to provide you with a home and services. So, please do contact us as soon as you start experiencing problems.



## Keeping you safe and well

If you would like a regular call from us, please phone 020 8524 6987.

The staff member who takes your call will organise this and discuss with you any other things we might be able to help you with.

If English is not your first language, we can help by providing a translator on the phone. Let us know if you need this service.

### If someone is in danger

Being stuck at home can be dangerous for some people. If someone is abusing you or another member of your household in any way, do try to call us. We will do all we can to help you.

If you are in danger and unable to talk on the phone, call 999, and then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.



## Keeping you up to date

### We are making sure we keep you properly informed.

This is our third bulletin since the start of the pandemic – following an initial leaflet we sent you back in March. We have also posted key details on our website at <https://wfha.org.uk>

### Local updates

We are making a special effort to call tenants if COVID-19 affects their block or scheme. We recognise that not knowing what is happening can make people anxious. Good information helps to reassure people and keep them safe.





## Join our Tenant Scrutiny Panel

**Help us improve our services and we'll give you:**

- a **tablet or smartphone** connected to the internet
- a **£25 voucher** for each meeting you attend, and
- other reasonable **expenses**.

If you are 18 or over, enthusiastic about getting involved and ready to work in a team for the good of all our tenants, we're looking forward to hearing from you!

To apply, call **020 8524 6987** or email us at [info@wfha.org.uk](mailto:info@wfha.org.uk)



### Need to contact us?

Call 020 8524 6987 and leave a message. We will phone you back as soon as we can. Or email us at [info@wfha.org.uk](mailto:info@wfha.org.uk)

**Want to make a complaint?**  
Email [complaints@wfha.org.uk](mailto:complaints@wfha.org.uk) to make your complaint quickly and effectively. (You can still write to us if you prefer.)

## Don't fall for criminal scams

**Sadly, there are criminals taking advantage of the pandemic to trick people.**

Some are going door to door selling fake COVID-19 testing kits, others are claiming to be from the NHS, the Test and Trace system, or HMRC.

Don't fall for it. Never click on links in emails. Don't open the door to salespeople – now more than ever. Don't give personal or financial details on the phone to someone you don't know. Don't buy products online unless you are sure of the company selling them.



## Keep to the rules, keep everyone safe

**We're doing our best to keep people safe, but you need to take responsibility too.**

Follow current government guidance.

- **Wash** your hands – especially after touching communal doors and other items.
- **Face** – wear your face mask in shops and other indoor settings (you might want to do this in crowded outdoor spaces too).
- **Space** – keep your distance from others (2m/6ft if you can).
- **Rule of six** – do not meet with more than six people at home or outside.



### We must keep on protecting each other.

-  **HANDS**
-  **FACE**
-  **SPACE**

STAY ALERT · CONTROL THE VIRUS · SAVE LIVES