



Golden Lane Housing

working in partnership with **mencap**

Housing services during coronavirus (COVID-19)

Date last reviewed: 29 March 2021



About this guide

Hands. Face. Space. Fresh air.

This guide gives advice on:

- current government guidance
- making a housing application
- housing management and tenancy support
- your rent, housing benefit and council tax.

Coronavirus restrictions

Hands. Face. Space. Fresh air.

Coronavirus restrictions remain in place across the country. In England:

- only socialise indoors with people you live with or who are in your support bubble
- up to 6 people or 2 households can meet outside
- work from home if you can and only travel when necessary
- if you have symptoms get a test and stay at home.

The latest government guidance can be found on their [website](#).

Making an application for housing

We are open to accept all referrals and applications for housing. If you have any enquiries a member of our team will be there to answer your questions and help you:

email: applications@glh.org.uk

call: **0300 003 7007** and follow **option 3** for the housing team.

We are working hard to make sure that we can still offer you a home if your application is approved. Current government guidance and COVID-19 restrictions means we can still do this, but we may need to ask more questions about your health and if offering you a new home could put you or someone else at risk. Golden Lane Housing will aim to understand this before offering you a tenancy and check with you again before your tenancy starts.

Housing management and tenancy support

Your housing officers are following government guidance to help keep you safe.

We are all working really hard to continue to provide our housing management services to you and we will continue to do this in lots of different ways. For example, by phone calls, video calls using apps, e-mails and letters. These are the best ways of communicating with you and helping you with any issues that you may have in the safest possible way. Please let your housing officer know what works best for you, call: **0300 003 7007** and follow **option 3** for the housing team.

From 26 March 2021 our housing officers have started to commence visits to tenants homes where this can be done safely, for example outdoors in a garden. All visits will follow guidance such as maintaining 2m distance and wearing a face covering. We will

only visit where this is arranged in advance with our tenant and their support and it is agreed as appropriate. We hope to be able get back to normal services and visiting tenants from 21st June onwards.

Your rent, housing benefit, and council tax

The timely collection of our rental income is important to us in order to ensure we deliver the services we provide to all our tenants. The impact of COVID-19 pandemic has made it more challenging but our team are here to help you with any questions you may have, when difficulties with payments arise or you need support with your housing and council tax benefit claim. To reach us you can:

email: accounts@glh.org.uk

call: [0300 003 7007](tel:03000037007) and [follow option 2](#) for the rents team.

Golden Lane Housing's Roadmap out of lockdown

8 and 29 March 2021 - no change to current service

- Emergency and compliance repairs.
- Urgent repairs only with agreement of tenant.

Not before 12 April 2021

- Repairs return to full service.
- Housing officer visits recommence where outdoor meetings available.
- Internal property inspections re-start following COVID-19 risk assessments.

Not before 17 May 2021

- Full service for repairs, housing and compliance in agreement with tenants and following COVID-19 risk assessments.
- Planned works can be undertaken.

Not before 21 June 2021

- Office fully open to all staff.
- Full housing visits undertaken.
- Full service delivery in place.

Get in touch

For more information, contact Golden Lane Housing:

0300 003 7007

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