

Returning to Full Service

In line with the Scottish Governments easing of restrictions, we are aiming to return to a full repairs service as of the **27th July 2020**. Since lockdown we have only been carrying out emergency repairs and recently some external works.

However, we are aware that there is a “backlog” of work which you may not have reported and some which have been reported and held on our system until we were able to get the work done safely. Our contractors are also required to work differently, maintaining social distancing and that will have an impact on the level of work that they can achieve.

In order to manage what could be a very busy time as customers report all outstanding repairs and whilst there will continue to be restrictions on how work is able to be undertaken we are going to operate a ‘Triage’ arrangement for a short period of time.

This will mean that when you report a repair our staff will prioritise how urgent it is and will issue the most urgent repairs to the Contractors first, with the non-emergency and non-urgent works held back initially. The Maintenance Supervisors will be working in the background to ascertain the capacity of the contractors and ensure that as much work is being done as possible, as quickly as possible.

What would help is if you can be as clear as possible when you report your repair and provide as much detail as possible. Please think about the following:

- What is broken / not working?
- Can you provide a length (e.g for a fencing repair – how many meters?), if appropriate?
- What impact is it having on your family?
- Are you worried it isn't safe?

Unfortunately, at this stage, all internal inspections remain suspended, however, the Maintenance Supervisors may phone you for additional information to aid diagnosis.

Staff will advise you at the time of reporting, if your job is being issued or held back but please be assured the technical team will be working to get everything done as soon as possible.

During this stage of the process, we will only be providing appointments where absolutely necessary. This is to allow the Contractors to programme in the backlog and new reports in the most manageable way possible and, therefore, get through them quicker. The Contractor will contact you to arrange a suitable time for access.

We expect Triage to last approximately 2 weeks, however, we will monitor this situation closely and either stop the triage period early or extend it if deemed necessary.

We would like to thank all customers for their patience and understanding both during Lockdown and in this new triage stage and would reassure you that we are working to return to normal, as safely, as possible.