



PHG Office Closure - 20 March 2020 – Business Operations Update

- **Telephone enquiries** – we will maintain at least one staff member within the PHA office, 37/39 Trail Street on all working days. Colleagues working remotely will also support this function and therefore tenants and clients should notice no significant change in the way telephone enquiries are handled. We may sometimes have to route your calls to remote workers and thus from time to time may have to call you back rather than answer immediately.
- **E-mail enquiries** – will operate as currently. You may experience some delays if we find ourselves under pressure however we confirm a response will be given.
- **Tenant/Client visits** – No visits will be carried out by PHA/PCE staff during the period of “office closure”. Our staff will endeavour to liaise with all Tenants/Clients/Service Users/Service Users by telephone and gather the required information for our processes.
- **PHA/PCE Emergency Service Provision** – During the period of “office closure” our service provision will address emergency repairs only – Eg - Boilers/Electrical/Flood
The Telephone Number to be called for Emergency Repairs is - 07802 930 685
- **Handy Person Telecare/NHS/HC Services** – Works referred through NHS/HC will continue and we will be advised by the party organisations of any potential changes to this service provision.
- **Handy Person Services** – General Works – “all requests will be assessed on nature of urgency”
- **Care Repair Services** – Business Operations to continue and we will be advised by the Highland Council in relation to potential changes to this service provision.
- **Office Payments - Tenants/Clients/Service Users** wishing to make a **cash/cheque** payment to the PHG Office, 37/39 Traill St, - please secure your payment in a sealed envelope detailing your name and address – a receipt will be sent to your home address accordingly.
- **Office Payments - Tenants/Clients/Service Users** wishing to make a **card** payment to the PHG - please telephone 01847 892507, if we are unable to respond to your call immediately please leave a message and we will call you back.
- **Bank Payments - Tenants/Clients/Service Users** are encouraged to make a **bank** payment where possible to the PHG over the next few months - Please contact our **Finance team on 01847 807114** for an update on the details you require for this option.

We will continue to offer the high level of service you deserve whilst also protecting you the tenants our staff and following guidance to contain the spread of this virus as much as possible.

Thank You

Pentland Housing Group