



PHG COVID-19

The Pentland Housing Group Services

Following the latest UK Government advice, the majority of our staff will return to a working from home base for the next 3 weeks.

This approach will allow us to reduce the risk of spreading the virus, while also ensuring that we are able to deliver essential customer services.

Department Updates

Housing

Allocations of Pentland Housing Association properties have been put on hold however applications will continue to be processed by the Housing Team.

Maintenance

Our Maintenance Section will address **emergency repairs** only from 26 December 2020. We confirm that our contractors operate in line with the COVID-19 regulations whilst carrying out any business on behalf of the association.

Access into tenant properties for work repairs, please view our website for details on how you can assist our staff and contractors when they are visiting your property.

We will make contact with you prior to scheduled visits to ensure your household is not displaying an COVID-19 symptoms, are not self-isolating or consider a member of your household vulnerable.

Services

Our Handyman and Care & Repair services provision continues to provide service to their clients and work closely with the NHS/Social Services and local agents.

Pentland Community Enterprises

All enquires in relation to Garages lets/terminations, Factoring and Mid-Market information please contact the telephone number for PCE as detailed below.

To contact the office, please call (01847) 892 507 and choose from one of the following options:

Phone Option	Department
Option 1	Maintenance Department/Handyperson Service
Option 2	Housing Department
Option 3	Care & Repair Service
Option 4	Corporate
Pentland Community Enterprises	01847 867077

For Emergency Repairs “Out of Office Hours” please telephone 07802930685

Alternatively, we can be contacted via email on pha@pentlandhousing.co.uk and further updates will be published on our website: www.pentlandhousing.co.uk

The Pentland Housing Group will reassess our position week commencing 18 January 2021.

Pentland Housing Association Limited

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Telephone 01847 892 507 Email pha@pentlandhousing.co.uk

Registered under the Industrial and Provident Societies Act 1965 (No 2449R(S))

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