

# FCHA Service Update

## Repairs:

We are completing emergency repairs only, until further notice.

## Rent Payments:

Your rent can be paid by Direct Debit, Standing order or you can use Allpay. Contact for more information.

## Property Surveys:

We are not surveying properties at this time. Surveys will resume when safe to do so.

## Money Help:

If you're worried about paying rent or your finances have been impacted by COVID-19 please get in touch. We are here to help.

## Major Repairs:

We are not completing major repairs at this time, but are working to resume as soon as it is safe to do so.

## Lettings:

We are working with Local Authorities in order to provide lettings as soon as possible, where appropriate.

## Hoists, Fire Alarms and other Servicing:

We are still completing servicing, please contact us if you have symptoms or are currently shielding.

## Gas and Electrical Tests:

We are still completing tests however, please contact us if you have symptoms or are currently shielding.

## FCHA Offices:

Our offices are closed to visitors at this time.

## Ending a Tenancy:

You can end a tenancy by giving us the usual notice, please contact us if you wish to discuss this.

## Developments:

The majority of building sites are open, with reduced operatives and social distancing measures are in place.

## Cleaning:

Continues in communal areas within blocks of flats. Please let us know if you are shielding or have symptoms.

## Other Advice and Support:

We are able to offer tenants a range of advice and support by Phone, Email and Social Media.