

Re: Coronavirus (COVID-19) – Update

We are all in a unprecedented situation in Wales and globally and as we respond to the outbreak of Coronvius (Covid19). We want to reassure you that we are following the latest Welsh Government and Public Health Wales guidelines and wanted you to be aware that our services may be impacted in the future.

We want to assure you that the health and wellbeing of our tenants is of utmost importance to us, and at the time of writing this we are continuing to provide a normal repairs service. It is possible that this service will in time reduce to an emergency only repairs service and we encourage you to regularly check our website, Twitter and Facebook pages for updates. We will however endeavour to keep you up to date with direct communication in addition to this.

If you contact FCHA about any repair from now on, we will ask some questions about the symptoms of coronavirus This is important so we can limit the risk to you, our contractors and any staff that may need to visit.

You will also be asked some questions by our contractor prior to their entering your property

In line with government guidance we are asking some of our staff to work from home where possible. To help us with this, if possible, **please can we ask for your support in ensuring all communication including repairs be reported via email to**

customerservices@fcha.org.uk

rather than by phone. We are offering a phone service but have Customer Services staff able to take calls so if you experience a delay in responding please bear with us.

As normal - outside of office hours, emergency repairs only can be reported to 01495 325 282 or for heating, plumbing and drainage to 0333 202 9797.

Coronavirus (COVID-19) – what you need to know: [Public Health Matters](#)

Number of coronavirus (COVID-19) cases and risk in the UK: [GOV.UK](#)

Coronavirus (COVID-19) overview and common questions: [NHS](#)