

Below are a few answers to **frequently asked questions** about how we are maintaining our services whilst working to keep you safe, reassured and informed at this time.

How can I contact IDS?

Although all of our offices are closed, you can continue to contact us on 020 8800 9606 for the following:

- To report a repair, press option 1
- For a rent enquiry, press option 2
- For transfers and allocations, press option 3
- For estate services, press option 5
- For any other housing issue, press option 6

If you have internet access, you can look for updates on our services at www.ids.org.uk

How our services will be affected

You will still be able to contact us by phone and email, however most of our colleagues will be working from home. Our Estate Operatives will continue to provide services, focusing predominantly on keeping areas safe and clean, with a focus on door handles, lift buttons, intercom panels and handrails. We have suspended all activities in our communal rooms until further notice and encourage our residents in sheltered accommodation not to congregate in these areas.

How can I report a repair or ask about an existing one?

Please telephone us on 020 8800 9606 and select option 1.

What if you cancel my appointment because I am unwell or self isolating, when will I get a new appointment?

Whilst we are doing all we can to keep our residents safe, this means that we may need to cut back on some services. If we have to cancel your appointment because you are unwell with Coronavirus related symptoms or self isolating, we will ask that you get back in touch with us when you have recovered or no longer in isolation to arrange a new appointment.

If you feel unwell or are self-isolating and you need to cancel an appointment with IDS or one of our contractors, please telephone us on 020 8800 9606. Our lines are open from 9am–5pm, Monday to Friday. To safeguard everyone, we are not allowing any staff or contractors who feel unwell with Coronavirus symptoms to work.

Even though I am self isolating, my repair is urgent. When will it be done?

If you are unwell but your repair is an emergency, such as loss of heating, hot water or a major leak, we will seek to implement special measures wherever possible to get your repair

completed. In such cases, the Contractor will wear special protective clothing to enable them to carry out the work whilst ensuring the safety of everyone.

Will you still be cleaning my building?

Our Estate Operatives will continue to provide services, focusing predominantly on keeping areas safe and clean, prioritising cleaning of door handles, lift buttons, intercom panels and handrails.

We will try to maintain these services as much as possible, but we must follow the advice from the Government. Please bear with us – the services we are able to offer may change as and when Government advice is updated.

What should I do if I'm worried about catching Covid-19 and think I have the symptoms?

You should follow the advice from the NHS website(www.nhs.uk). This advice is being updated every day.

How can I get help to pay my rent?

We understand you may have concerns about paying your rent. Please contact the Rental Income Team to discuss your circumstances. We are here to offer you help & advice and can take rent payments by phone. You can also pay your rent online 24 hours by using Allpay.

If you are unable to work and required to self-isolate, you may be entitled to Statutory Sick Pay (SSP). Please contact your employer for more information. If you are receiving Universal Credit and required to self-isolate, please contact the Department for Work and Pensions (<https://www.gov.uk/government/organisations/department-for-work-pensions>).

Other useful contacts:

Universal Credit:	0800 328 5644
Hackney Housing Benefit:	020 8356 3399
Tower Hamlets Housing Benefit:	020 7364 5001
Barnet Housing Benefit:	020 8359 2111
Samaritans:	0330 094 5717