



homes  
communities  
cultures

21 Bond Street  
Dewsbury  
WF13 1AX

25 March 2020

To

Dear ,

**Re: Changes to our services during the coronavirus outbreak.**

The coronavirus outbreak is having an exceptional impact on all of us. There is information coming from all directions and it is a lot to take in so we want to make sure that you know how to get updates from us about what we're doing to support as many people as we can.

As you know, as a country we are now in 'lockdown'. That means our ability to get out to you and even to send things to you by post are becoming more limited and we do not want to put you or essential staff at risk by unnecessary contact so this letter aims to point you to alternatives.

- Visit us at [www.connecthousing.org.uk/community-blog](http://www.connecthousing.org.uk/community-blog). Our website will always hold the latest information
- Contact us via our website at [www.connecthousing.org.uk/contact](http://www.connecthousing.org.uk/contact) or email us at [hello@connecthousing.org.uk](mailto:hello@connecthousing.org.uk) and we'll get back to you.
- Follow us on Facebook (search Connect Housing) or Twitter (@connecthousing). You can also message us there
- Call us on 0300 5000 600. Our offices are closed to the public until government advice changes so we can't see you in person.

If you are confident using the internet or social media, I would ask you to contact us via those means to free our phone lines for people who are not able to contact us in any other way.



**business for neighbourhoods**

Connect Housing Association Ltd is a charitable housing association registered with the Regulator of Social Housing. Reg No L2285  
Vat Reg No 664 8458 90  
Registered Office: 205 Roundhay Road, Leeds LS8 4HS

We're working hard to prioritise emergencies and put the needs of our most **vulnerable customers first**. We have staff phoning and emailing customers directly to make sure that they have the help they need and you may have received such contact. We are focussing on people we know may require help and so if you haven't had a call or email from us but think you need one, please contact us and we will get to you as soon as we can.

Our Community Housing Officers are also working on local Facebook groups. You may already be part of one.

Over the coming weeks we will have staff members who are not able to work, even on the phones. We are making plans to cover essential services but there may be times when even urgent queries may take longer to respond to than normal. I am sorry for the inevitable disruption to our services but I am sure that you understand that this is a worldwide issue and many things we are used to are changing for the time being.

We will be prioritising our work and, if you contact us, we will try to explain to you when and how your request will be dealt with. Our staff may be covering work that they are not used to; will have to ask you more questions than usual; and sometimes have to explain to you why we can't meet your request at this time. I understand that this may be upsetting but would ask you to remember that they are doing their best to help everyone and that you treat them as you would wish to be treated.

I enclose some frequently asked questions. Please note that the answers may change over the coming weeks as we respond to the changing circumstances.

I wish you and your family well. I understand that staying at home can be very challenging. If you live alone, it can feel isolating; if you live with others, it can cause family tensions. We will do what we can to help with either of these although please bear in mind that, at times, our staffing may be more limited than usual.

Thankyou

Yours sincerely



**Helen Lennon**

Chief Executive

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