

Services	Lockdown	Phase 1	Phase 2	Phase 3 (a)	Phase 3 (b+)	Phase 4
	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Tenant/service user Home Visits	Telephone / virtual appointments only	Telephone / virtual appointments only	Telephone / virtual appointments only	<ul> <li>Telephone / virtual appointments by default</li> <li>Reintroduction of home visits* with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Telephone / virtual appointments by default</li> <li>Continuation of home visits* with tenant /service user consent and H&amp;S controls</li> </ul>	<ul> <li>Retain virtual appointments</li> <li>Full service with H&amp;S controls</li> </ul>
Estate Inspections	<ul><li>Essential site visits</li><li>Responding to notified issues</li></ul>	External inspections only with H&S controls	<ul> <li>External inspections only with H&amp;S controls</li> </ul>	Full service with H&S controls	Full service with     H&S controls	Full service with H&S controls
Property Inspections	<ul> <li>Essential inspections with H&amp;S controls</li> <li>Post inspections by telephone / virtual</li> </ul>	<ul> <li>Void inspections with H&amp;S controls</li> <li>Void exit telephone / virtual interviews</li> </ul>	<ul> <li>Internal inspection by telephone / virtual where possible</li> </ul>	<ul> <li>Resume internal inspections with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Continue internal inspections with tenant / service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full services with tenant/service user consent and H&amp;S controls</li> </ul>
Emergency Repairs	<ul> <li>Full service with H&amp;S controls</li> </ul>	<ul> <li>Full service with H&amp;S controls</li> </ul>	<ul> <li>Full service with H&amp;S controls</li> </ul>	• Full service with H&S controls	<ul> <li>Full service with H&amp;S controls</li> </ul>	<ul> <li>Full service with H&amp;S controls</li> </ul>

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	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Non-emergency Repairs	<ul> <li>Service suspended, urgent repairs escalated to emergency where necessary</li> <li>Void repairs where needed for emergency accommodation only</li> </ul>	Resume void repairs with H&S controls	<ul> <li>Resume external repairs with H&amp;S controls</li> <li>Resume limited communal and internal repairs with tenant/service user consent and H&amp;S controls</li> </ul>	Resume internal repairs with tenant/service user consent and H&S controls	Continue internal repairs with tenant/service user consent and H&S controls	Full service with tenant/service user consent and H&S controls
Cyclical Maintenance (statutory & safety)	<ul> <li>Gas safety checks continuing with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full services with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full services with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full services with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full services with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full services with tenant/service user consent and H&amp;S controls</li> </ul>
Cyclical Maintenance (non-statutory)	<ul> <li>Reduced landscape maintenance service</li> <li>All non-essential services suspended</li> </ul>	Resume full landscape maintenance with H&S controls	<ul> <li>Resume window cleaning / external painter work with H&amp;S controls</li> </ul>	<ul> <li>Resume all other cyclical works tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Continue all other cyclical works tenant /service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>

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Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Planned Maintenance / Investment – external	All activities suspended	<ul> <li>All activities suspended</li> </ul>	<ul> <li>Resume external works with H&amp;S controls</li> </ul>	<ul> <li>Resume internal works with tenant/service user consent and H&amp;S controls</li> </ul>	Continue internal works with tenant /service user consent and H&S controls	Full service with     H&S controls
Planned Maintenance / Investment - internal	All activities suspended	Essential works only with H&S controls	<ul> <li>Essential works only with H&amp;S controls</li> <li>Virtual pre-start meetings</li> </ul>	<ul> <li>Works to common parts with H&amp;S controls</li> <li>Internal works with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Works to common parts with H&amp;S controls</li> <li>Internal works with tenant /service user consent and H&amp;S controls</li> </ul>	Full service with tenant/service user consent and H&S controls
Planned Maintenance Investment – Smoke. Heat and Co Upgrades (LD2 Standard)	All activities suspended	All activities suspended	<ul> <li>Virtual pre-start meetings</li> </ul>	Resume internal works with tenant/service user consent and H&S controls	Continue internal works with tenant /service user consent and H&S controls	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>

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Comicos	Lackdanus	Dhasa 1	Dhasa 2	Dhace 2 (a)	Dhasa 2 (b.)	Dhace 4
Services	Lockdown	Phase 1	Phase 2	Phase 3 (a)	Phase 3 (b+)	Phase 4
	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Planned Maintenance Investment – Boiler Replacements	All activities suspended	<ul> <li>All activities suspended</li> </ul>	All activities suspended	Virtual pre-start meetings	<ul> <li>Resume internal works with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>
Planned Maintenance Investment – Kitchen Replacements	<ul> <li>All activities suspended</li> </ul>	<ul> <li>All activities suspended</li> </ul>	All activities suspended	Virtual pre-start meetings	<ul> <li>Resume internal works with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>
Planned Maintenance Investment – Electrical Periodic Inspections	All activities suspended	<ul> <li>All activities suspended</li> </ul>	All activities suspended	Virtual pre-start meetings	<ul> <li>Resume internal works with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>
Development	<ul> <li>All activities suspended</li> </ul>	<ul> <li>All site activities suspended</li> </ul>	<ul> <li>Soft start to site         works with H&amp;S         controls</li> <li>Virtual site         meetings</li> </ul>	<ul> <li>Works resume with H&amp;S controls</li> <li>Site meetings with H&amp;S controls</li> </ul>	<ul> <li>Works continue with H&amp;S controls</li> <li>Site meetings with H&amp;S controls</li> </ul>	Full service with H&S controls

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	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Stage 3 Adaptations	<ul> <li>All Stage 3         Adaptations on hold     </li> </ul>	<ul> <li>All Stage 3         Adaptations on hold     </li> </ul>	<ul> <li>Resume external adaptations</li> <li>Resume internal works for priority cases with consent and H&amp;S controls</li> </ul>	Full service with H&S controls	Full service with     H&S controls	Full service with     H&S controls
Bulk Uplift	No service	<ul> <li>New service introduced with H&amp;S controls</li> </ul>	<ul> <li>Service continues with H&amp;S controls</li> </ul>	Service continues     with H&S controls	Service continues with H&S controls	<ul> <li>Service continues with H&amp;S controls</li> </ul>
Void Re-lets	No service	<ul> <li>Yes, to homeless households with H&amp;S controls</li> </ul>	<ul> <li>Yes, to all households with H&amp;S controls</li> </ul>	<ul> <li>Yes, to all households with tenant /service user consent and H&amp;S controls</li> </ul>	<ul> <li>Yes, to all households with tenant /service user consent and H&amp;S controls</li> </ul>	<ul> <li>Yes, to all households with tenant/service user consent and H&amp;S controls</li> </ul>
Allocations	<ul> <li>Restricted service, lettings only for urgent need identified by LA's</li> </ul>	<ul><li>Resume letting with H&amp;S controls</li><li>Maximise virtual interaction</li></ul>	Full service with H&S controls	Full service with H&S controls	Full service with     H&S controls	Full service with H&S controls

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	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Mutual Exchanges	No service	No service	No service	<ul> <li>Resume full service with tenant/service user consent and H&amp;S controls from 27<sup>th</sup> July 2020</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>
Advertising Vacant Property	Suspended	No adverts	No adverts	<ul> <li>Resume advertising from 27<sup>th</sup> July 2020</li> </ul>	Full service	Full service
Fife Housing Register Allocations	Suspended	• Suspended	Suspended	<ul> <li>Resume selection from the FHR from 27<sup>th</sup> July 2020 if Fife Council unable to provide a nomination</li> </ul>	Full service with service user consent and H & S controls	Full service with service user consent and H & S controls
Assignations & Changes of Tenancy	Suspended	• Suspended	Suspended	<ul> <li>Resume full service with tenant /service user consent and H&amp;S controls from 27<sup>th</sup> July 2020</li> </ul>	<ul> <li>Full service with tenant /service user consent and H&amp;S controls</li> </ul>	<ul> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>

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	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Arrears Management	Case management through phone calls, letters, and virtual contact only	Case management through phone calls, letters, and virtual contact only	Case     management     through phone     calls, letters, and     virtual contact     by default	Case management through phone calls, letters, and virtual appointments by default	<ul> <li>Telephone / virtual appointments by default</li> <li>Serious Rent Arrears office appointments with tenant /service user consent and H&amp;S controls</li> </ul>	<ul> <li>Retain virtual services</li> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>
Serving of Notices of Repossession	• Suspended	• Suspended	• Suspended	• Suspended	<ul> <li>In accordance with the Arrears</li> <li>Management</li> <li>Policy Notices of</li> <li>Repossession will</li> <li>be served if</li> <li>appropriate with</li> <li>H &amp; S Controls</li> </ul>	<ul> <li>In accordance         with the Arrears         Management         Policy Notices of         Repossession         will be served if         appropriate with         H &amp; S Controls</li> </ul>

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	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Anti-Social Behaviour	Case management through phone calls, letters, and virtual contact only	Case management through phone calls, letters, and virtual contact only	Case     management     through phone     calls, letters, and     virtual contact     by default	Case management through phone calls, letters, and virtual appointments by default	<ul> <li>Telephone / virtual appointments by default</li> <li>Serious ASB cases office appointments with tenant / service user consent and H&amp;S controls</li> </ul>	<ul> <li>Retain virtual services</li> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>
Tenancy Sustainment Service	Case management through phone calls, letters, and virtual contact only	Case management through phone calls, letters, and virtual contact only	Case     management     through phone     calls, letters, and     virtual contact     by default	Telephone / virtual appointments by default	<ul> <li>Telephone / virtual appointments by default</li> <li>Serious Tenancy Sustainment office appointments with tenant / service user consent and H&amp;S controls</li> </ul>	<ul> <li>Retain virtual services</li> <li>Full service with tenant/service user consent and H&amp;S controls</li> </ul>

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Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 31 <sup>st</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not yet known
Tenant/service user (Group) engagement	<ul> <li>Meetings and activities suspended</li> <li>Communications by virtual and print media</li> </ul>	Continue virtual only	Continue virtual only	Continue virtual only	Continue virtual only	<ul> <li>Retain virtual services</li> <li>Resume regular tenant/service user group meetings with tenant/service user consent and H&amp;S controls</li> </ul>
Community Initiatives Fund	<ul> <li>Yes, continue with Covid-19 focus</li> </ul>	Yes, continue with Covid-19 focus	Yes, continue     with Covid-19     focus	Yes, continue with Covid-19 focus	Yes, continue with Covid-19 focus	Yes, return to normal criteria

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Finance & Corporate Services	Lockdown	Phase 1	Phase 2	Phase 3 (a)	Phase 3 (b+)	Phase 4
	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 13 <sup>th</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not known yet
IT	• Full service (off site)	• Full service (off site)	<ul> <li>Full service (off site)</li> </ul>	Full service (off site)	Full service (off site)	Full service
Finance	• Full service (off site)	• Full service (off site)	• Full service (off site)	Full service (off site)	Full service (off site)	Full service
Purchase Ledger	Amended service (off site)	Amended service (off site)	Amended service (off site)	Amended service (off site)	Amended service (off site)	Full service,     with a view to     investigating /     implementing     electronic     approval     options

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Commencing Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 13 <sup>th</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020*	Not known yet
People / Management (HR)	<ul> <li>HR support (off site)</li> <li>Recruitment on hold</li> <li>MS Teams implemented for electronic communications</li> </ul>	Electronic     meetings for HR     issues & policy     implications	Electronic     meetings for HR     issues & policy     implications	Review     Performance     Management	Resume recruitment	<ul> <li>Full service</li> <li>Redefined training and development plan</li> </ul>

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Office Re- opening	Lockdown	Phase 1	Phase 2	Phase 3 (a)	Phase 3 (b+)	Phase 4
	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Commencing / Indicative Dates	16 March 2020	1 June 2020	22 <sup>nd</sup> June 2020	10 <sup>th</sup> – 13 <sup>th</sup> July 2020 It is likely that there will be several phases within Phase 3	Not before 11 <sup>th</sup> September 2020* Planning assumption – 14 <sup>th</sup> September 2020*	Not known yet
Office – re-opens for limited staff only	Essential tasks only, with H&S controls	Essential tasks only, with H&S controls	Essential tasks only, with H&S controls	Essential tasks only, with H&S controls	<ul> <li>Yes, with H&amp;S controls to accommodate where home working is not possible</li> </ul>	See below
Office – re-opens for all staff	• No	• No	• No	• No	• No	Yes, with H&S controls
Office – 3 <sup>rd</sup> party access (e.g. tenant / service users, applicants, suppliers)	• No	• No	• No	• No	<ul> <li>Essential visits by appointment only with H&amp;S controls</li> </ul>	Yes, with H&S controls
Travelling for work purposes	<ul> <li>Yes, essential tasks only</li> </ul>	<ul> <li>Yes, essential tasks only</li> </ul>	<ul> <li>Yes, essential tasks only</li> </ul>	<ul> <li>Yes, with H&amp;S controls</li> </ul>	<ul> <li>Yes, with H&amp;S controls</li> </ul>	<ul> <li>Yes, with H&amp;S controls</li> </ul>

George Tainsh Chief Executive

## 30<sup>th</sup> July 2020

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