

Further Important Changes to Services: 14th January 2021

As result of the Lockdown / Stay at Home Regulations / Directives recently issued by the Scottish Government the following services **will be temporarily suspended** from 5th January 2021:

- Routine repairs (except for vacant property repairs)
- All planned maintenance contracts, cyclical inspections (including estate inspections)
- All non-essential property/ estate inspections (except for vacant property works)
- Landscape Maintenance service
- All non-essential tenancy applications/services ie joint tenancies, subletting, lodgers

For the avoidance of doubt the following essential services will be continuing:

- Emergency / Urgent repairs
- Gas servicing
- Stage 3 adaptations
- Allocations and re-lets for LA referrals only
- Vacant property repairs
- Bulk Uplifts

Please note that some of the above may be different to that announced on 23rd December 2020 so anyone trying to keep track should refer to the most recent news item for the most up to date information.

All staff will be working from home full-time from 11th January 2021 but can still be contacted on the temporary telephone numbers shown below.

We apologise for any inconvenience caused by these changes but as will be appreciated these are required to comply with Government regulations aimed at guiding the country through the unprecedented global pandemic.

Further information on the reasons for the changes can be found in the following Scottish Government guidance (updated on 4th January 2021) which outlines the restrictions on tradespeople, home repairs and working in someone else's home
<https://www.gov.scot/publications/coronavirus-covid-19-stay-at-home-guidance/>

Should you require further information on this, please contact us on 07857 650 038, 07857 650 040 or 07857 650 042 or at customerservices@ochilviewha.co.uk

Please continue to check our Website and Facebook page for any further updates.

14th January 2021