

IMPORTANT CHANGE TO SERVICES

Following the Scottish Governments decision to put all areas into Level 4 Restrictions, the Association will be reducing the services it provides.

From 26th December 2020 and for a period of at least 3 weeks, the following changes will be introduced:

- Our repairs service will move to an emergency/essential service only where we will only carry out essential works in tenants' properties.
- Gas servicing and essential heating repairs will continue.
- All planned investment work will be suspended (this is work such as smoke detector upgrades and external wall insulation).
- Our landscape maintenance contract will be suspended as will our bulky uplift service

Routine repairs for your property can still be reported during this time however they will be put on hold and issued once restrictions are lifted.

There are other changes to services which will be applied from 26th December 2020 and further information on these and the reasons for these can be found in the following Scottish Government guidance which outlines the restrictions on tradespeople, home repairs and working in someone else's home <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-4/>

Further information can also be found on the Associations website: www.ochilviewha.co.uk

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.