

18/03/2020

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Dear

Coronavirus: A message to Grŵp Cynefin tenants - 18 March 2020

Grŵp Cynefin appreciate that this is a difficult time and would like to offer reassurance of our commitment to keep our tenants safe, following the latest advice from Public Health Wales. Given the rising number of cases of Coronavirus in the country, we are placing measures to safeguard the wellbeing of all our tenants as our absolute priority. We have outlined below what we are doing and how you can help, but have also included a frequently asked questions section at the end of this document which explains in more detail how our services will be affected.

What we are doing to help reduce the spread of Coronavirus we are:

- Closing all our offices and community centres to the general public
- Cancelling all community involvement events, activities and our money support sessions
- Cancelling all non essential appointments
- Asking that any tenants who are in self-isolation to let us know so our colleagues don't come to your home, unless it is essential
- Asking the majority of our teams to work from home and making sure all our colleagues who have related symptoms self-isolate immediately

How this might impact you

As we are facing a reduced workforce over the coming weeks we will be focusing our efforts on supporting our most vulnerable tenants. This may mean that:

- We may take longer to respond to repair requests and will be prioritising emergency repairs
- We won't be able to respond to non-emergency enquiries as quickly as usual
- It may take longer for us to answer calls from our 0300 number
- We may ask you to call back at a later date if we believe that your query is not an emergency.

How you can help us

- Only contact us if you think it is an emergency

Mwy Let us know if you are self-isolating by emailing post@grwpcynefin.org

Some of you have been in touch saying that you are worried about how you will pay your rent as your income has been affected. We would encourage anyone who is worried about this to phone us on 0300 111 2122 and we will put you in touch with your Housing Officer who can support you to claim the benefits you are entitled to and give advice about paying your bills.

Most importantly, we ask that you look out for your friends, family and neighbours through this difficult time. We thank you for your patience and understanding during this time.

Yours sincerely



Noela Jones

Head of Housing Services

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Frequently Asked Questions:

What should I do if I have symptoms of coronavirus?

Follow the latest guidance by Public Health Wales.

- Self isolate for 7 days if you live alone
- Self isolate for 14 days if you or anyone in the household has symptoms
- If your symptoms worsen, please phone 111
- Please do not visit your GP surgery or the A&E department.

Please remember to follow the general advice of washing your hands thoroughly and often, and to cover your coughs and sneezes with tissues.

The symptoms are

- persistent cough
- or high temperature

I have an underlying medical condition, what should I do?

If you're aged 70 or older (regardless of medical conditions) or under 70 with an underlying health condition (ie anyone instructed to get a flu jab as an adult each year on medical grounds), you are advised to consider self isolating. Please see further guidance <https://www.gov.uk>

Will Grŵp Cynefin staff still be conducting home visits?

Grŵp Cynefin will decide whether to conduct home visits on a case by case basis depending on the output of a risk assessment.

What should I do if I feel worried or anxious because I have no one to help me if I need to self isolate?

If you have additional support needs or no access to help from family or friends, please contact us to discuss this further. We also need to know your telephone number to contact you as necessary.

What if I can't afford to pay my rent?

If you've lost a lot of income, e.g your workplace has closed down; or you've been made redundant or there are changes in your circumstances, such as reduced working hours or less income, please phone your Housing Officer on 0300 111 2122 as soon as possible.

We have a specialist Welfare Team that can offer tailored telephone support. Please contact us if you need this service.

You can apply for Universal Credit immediately if you are on a low income or unemployed. Please see our website for further details and links, or contact us to discuss further.

We offer a range of options and methods to pay your rent, including online.

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What if my circumstances change?

Please let us know if there are any changes to your circumstances, for example a change in phone number, to ensure our records are up to date and we can contact you as soon as possible if necessary.

What should I do if I have Careline equipment?

Please continue to contact Galw Gofal through your telecare equipment. Please let us know if you have Careline equipment and you are self-isolating to ensure that we are supporting you appropriately.

I live in a building with Communal areas/facilities, what is the advice for us?

If you're self isolating follow government guidelines.

If you're not isolating, follow government self distancing guidelines.

And if you need guidance don't hesitate to contact your Housing Officer.

How long will these conditions remain in place?

We can't set a timetable now, but we will constantly review decisions based on developing guidance. We will provide you with regular updates if possible and we feel we need to contact you.