

COVID-19 Recovery Plan

Like many businesses, PCHA's services have been impacted during the coronavirus lockdown. As the government begins its process of lifting restrictions, we will follow our own recovery plan to gradually return to providing a full service to our residents.

This recovery plan will be in stages and will be linked to the government's COVID -19 alert levels described below. This leaflet aims to explain the services you can expect from PCHA at each level.

COVID Alert Levels

According to the Government the current alert level (as at 13th May) is at level 4, moving downwards to level 3. The alert level may go up as well as down.

Our recovery plan will be linked to these alert levels as much as possible. However, given the daily changing situation, this is a framework rather than a rigid plan. At each stage we will review our position, putting the health and safety of our residents and staff first.

5	As level 4 and there is a material risk of healthcare services being overwhelmed	Hard Lockdown - extreme strict social distancing. STAY HOME
4	A COVID-19 epidemic is in general circulation; transmission is high or rising exponentially	Lockdown - enforced social distancing STAY HOME
3	A COVID-19 epidemic is in general circulation	Relaxed social distancing. STAY ALERT
2	COVID-19 is present in the UK, but the number of cases and transmission is low	Minimal social distancing
1	COVID-19 is not known to be present in the UK	No social distancing



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Gov't Alert level	PCHA's services
5—Hard Lockdown	<ul style="list-style-type: none"> • Office closed • No home visits to residents • Services such as rent payments, tenancy matters, ASB, complaints etc. to be managed by phone or virtual meetings • Staff all home working (except Handyman) • No day-to-day or planned works or repairs – carrying out emergency repairs only • Continuation of gas servicing where possible. Servicing appointments may be affected, especially if residents are shielding • No moves/transfers • No gardening/cleaning services
4—Lockdown	<ul style="list-style-type: none"> • Office closed • No home visits to residents • Staff all home working (except Handyman). • Services such as rent payments, tenancy matters, ASB, complaints etc to be managed by phone or virtual meetings • No day-to-day or planned works or repairs - essential repairs only (emergency plus urgent) • Continuation of gas servicing where possible. Servicing appointments may be affected, especially if residents are shielding • No moves or transfers – unless urgent • Limited cleaning and gardening services



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3—Soft Lockdown	<ul style="list-style-type: none"> • Office remains closed to the public – visits by appointment only (social distancing observed) • Most staff will continue to work from home where possible (except Handyman) • Services such as rent payments, tenancy matters, ASB, complaints etc. to be managed by phone or virtual meetings • Some day-to-day repairs and maintenance work can start again, but with a risk-based approach – i.e. we will assess risk to both resident and contractor (and 'willingness' of both) to decide if and when work can go ahead • Repairs may be delayed due to difficulty sourcing supplies • Continuation of gas servicing where possible. Servicing appointments may be affected, especially if residents are shielding • Cleaning and gardening services resume.
2—Open	<ul style="list-style-type: none"> • Partial re-opening of the office – possibly with reduced hours (to be decided) • Some staff will be in the office (during those reduced hours) to carry out essential tasks. Many staff still working from home • Generally most services such as rent payments, tenancy matters, ASB, complaints etc to be managed by phone or virtual meetings • Visitors to the office will be discouraged, including residents. Visits will be by appointment only • Cash rent payments will not be accepted. Residents will be encouraged to pay via other methods

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2—Open (continued)	<ul style="list-style-type: none"> Some face to face support and contact with residents may resume (by appointment). Whether in the office or outside the office, social distancing will be in place Hard lockdown will still be in place for the most vulnerable. Many residents may still be shielding or self-isolating, or may not want to have visitors or contractors in their home. This will continue to affect the services we can provide to these residents in particular Day-to-day repairs and our planned works programme will go ahead, but still with a risk-based approach (assessing risk to both resident and contractor) to decide if and when work is carried out Fire safety risk assessments, electrical testing and remedial works can resume, also with a risk-based approach Gas servicing will continue with a risk-based approach Repairs may be still delayed due to difficulty sourcing supplies and contractors
1—NO Covid-19 present	<ul style="list-style-type: none"> Full opening of the office and the resumption of services, including a full repairs service. We are likely to have a 'new normal' – this may include, for example, changing the way residents visit the office. We are still deciding what that might look like!

