We want to thank you all for your patience and understanding during these very difficult times and hope that you are all keeping safe.

As ever our priority is looking after the health and safety of our tenants, our partners as well as our people.

Therefore, we are continuing to follow the advice being given out by the Government and are now conducting the vast majority of our business by phone or our digital channels. Our head office in Caerphilly is now also closed.

We want to reassure you that in the exceptional circumstances where we do need to visit tenants or partners or our operatives from Celtic Horizons need to do that we will be doing so safely.

This means that they will be wearing protective equipment and will be taking all necessary precautions with hygiene and will ask that, if possible, the tenant is not in the same space as them when they are carrying out their work.

**Repairs and maintenance**

Celtic Horizons are still carrying out gas servicing works and lifts, fire alarms and catering equipment will also continue to be serviced in the usual way.

It’s particularly important that we can still carry out our gas servicing work so please help us keep everyone safe and let us in to service gas boilers. We just need someone to open the door. We will maintain social distancing and wear protective equipment

For everything else we are continuing to operate an emergency only service in terms of repairs and maintenance. This means we will only be responding to genuine emergencies, such as:

* No electricity, gas or water (due to internal faults)
* All gas leaks
* Boiler not working, no hot water / heating
* Serious water leaks that could not be reasonably contained by the occupant, including those in contact with electrical supplies or that will lead to a ceiling collapse
* Ceiling collapse due to other reasons.
* Blocked or non-flushing toilet (only be considered an emergency if it is the only toilet in the property)
* Any leaks involving sewerage in the property
* Fault resulting in damage to Asbestos Containing Materials (this will be arranged through approved contractors)

**Safeguarding People at Risk**

We are asking all managing agents to let us know if any of their tenants or staff have underlying health problems which would make them more susceptible to the Coronavirus.

This will allow us to risk assess and risk manage visiting properties should we need to do so either for repair purposes or in exceptional cases.

Please could you email: [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com), copying in [info@celtichorzons.co.uk](mailto:info@celtichorzons.co.uk), [angela.zenati@unitedwelsh.com](mailto:angela.zenati@unitedwelsh.com) and [jerome.fanfare@unitedwelsh.com](mailto:jerome.fanfare@unitedwelsh.com) if you know someone that falls into this category so we can make a note on our systems.

**Suspected Coronavirus Cases**

Please can you let us know if of your tenants or staff is suspected of having Coronavirus, again so we can keep out systems up to date and provide appropriate responses and support.

Please could you email: [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com), copying in [info@celtichorzons.co.uk](mailto:info@celtichorzons.co.uk), [angela.zenati@unitedwelsh.com](mailto:angela.zenati@unitedwelsh.com) and [jerome.fanfare@unitedwelsh.com](mailto:jerome.fanfare@unitedwelsh.com) with the following information

Subject: Coronavirus Measures at [Room/Flat Number & Address]

Email Body: Confirm information below: Tenants who have symptoms or who have tested positive for Covid-19, the illness associated with this Coronavirus.

If there has been a positive test or symptoms then a chargeable deep clean service is available from Celtic Horizons via Rentokil, but you may source and instruct an alternative suitably insured and qualified contractor

**Information on Coronavirus:**

We are regularly checking updates from health experts and the Government and what those mean for United Welsh and how we operate.

Official and up to date information can be found on the following websites:

Coronavirus (COVID-19) – what you need to know: [Public Health Matters](https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/)

Number of coronavirus (COVID-19) cases and risk in the UK: [GOV.UK](https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public)

Coronavirus (COVID-19) overview and common questions: [NHS](https://www.nhs.uk/conditions/coronavirus-covid-19/)

Universal Credit and Coronavirus: [Understanding Universal Credit](https://www.understandinguniversalcredit.gov.uk/coronavirus/)

Thank you for your support, keep safe.