



## **SERVICES FROM BECHA DURING THE COVID-19 EMERGENCY**

We are not in the offices but we are set up to work remotely and you can speak to us. You can contact us through the normal telephone number. Usually you will be asked to leave a message and someone will ring you back.

### **REPAIRS**

We are only able to do emergency and essential work at this time. Please be sensible in reporting work that needs doing at the moment.

How you can help us:

- Please contact us by email at [enquires@becha.org.uk](mailto:enquires@becha.org.uk)
- Let us know if you are self-isolating when you report a repair – in this case most repairs will be delayed until after you have recovered.
- Please let us have your up-to-date mobile numbers and email addresses so that we can keep you updated about the rapidly changing situation.

### **OTHER SERVICES**

We can arrange to take rent payments over the phone using your debit card; please let us know if this is something you'd like to do.

Lettings, including mutual exchanges, are all suspended at this time

### **PAYING YOUR RENT DURING THE CORONAVIRUS OUTBREAK**

We recognise that as a result of the coronavirus outbreak, the way in which people work and carry out daily activities is changing overnight. This could have a direct impact on your personal finances and your ability to pay your rent. It may be that you are entitled to either additional Government support or an increased entitlement to existing benefits. Please see our 'useful resources' information sheet for more information.

In light of the coronavirus outbreak, the National Housing Federation which represents housing associations in England has issued a statement urging anyone living in a housing association home who is worried about financial difficulties to get in touch with their housing association.

If you find that you are struggling to pay your rent please contact us as soon as possible. We can assist you to make a claim for appropriate benefits and if necessary we will work with you to agree a suitable repayment arrangement should you fall into arrears. Please



**note, if you have existing rent arrears and are making payments under an arrangement or Court Order, you should continue to adhere to that arrangement. If you cannot for any reason you must contact us immediately.**