[Flyer delivered to every housing service home]

**Coronavirus (COVID-19) - advice and information**

We understand the deep concern of residents about the outbreak of coronavirus. We are working with Government, the NHS, our partners and a groundswell of fantastic local volunteering to help those most vulnerable in our communities and to slow down the spread of the virus. Please visit <https://www.westminster.gov.uk/coronavirus-advice-and-information>  for updates, information and any changes to council services

**Changes to your housing service**

**We’re here to help** and have plans in place to keep your essential housing services running. To slow the spread of the virus and help keep everyone safe, our housing services are changing.

Our phone lines remain open on 0800 358 378 please continue to use but in order to prioritise those in need we have made some changes to our service until further notice. In order to prevent the spread of the virus we are:

* prioritising emergency and urgent repairs so we prioritise those in greatest need
* postponing resident engagement events
* suspending drop-in surgeries
* equipping staff with personal protective equipment to prevent unintentional spread of the virus
* increasing cleaning of communal area surfaces including door handles, lifts and switches
* asking you *if possible* to avoid coming into the area service centres unless your request is urgent

**What can you do to help?**

* contact us on 0800 358 378 only if you have an urgent housing problem
* use our online services at westminster.gov.uk/yourhousing to report repairs and Anti-Social Behaviour, pay bills and find out about parking
* tell us if you or your household
* have confirmed cases of coronavirus disease (historic, current or in future), and we are due to carry out an emergency repair
* if you need help staying at home
* have updated your email address or phone numbers

**How to get help or volunteer to help**

It’s crucial that in times like this everyone pulls together – as a community, as councils working together, and with business and our other partners.

In the first instance if you need help or you know of anyone who needs help please contact us at: [westminsterconnects@westminster.gov.uk](mailto:westminsterconnects@westminster.gov.uk)

**Volunteering**

To ensure that we are able to co-ordinate efforts and promote the work of local volunteers and volunteering groups to those who need help, we would like to hear from you.

We are setting up a system by which we can connect volunteers to those who need help. Anyone who thinks they would like to help out, please visit <https://www.westminster.gov.uk/coronavirus-advice-and-information> and fill out the online form.

We will keep the website up to date with all the latest information about volunteering and how the council and the community are working together to provide support.