

23 March 2020

Letter to all households in Cadder.

### **Coronavirus**

I write to you regarding the Coronavirus (COVID – 19) and to inform you that from **Monday 23 March 2020** you will only be able to contact the Association through telephone and e-mail communication. This decision to close the office and our community centre to the public is due to the escalation of COVID-19 and all our staff will work remotely. Our trade staff will attend to emergency repairs during normal working hours and they will be supported by City Building and Gas Sure.

You can phone the Association on the following numbers for key services as follows:

- Main switchboard - 0141 945 3282

### **Repairs & Maintenance**

- Repairs - 0141 945 6706 (Monday – Friday 9.00a.m- 4.30p.m)
- Out of Hours Emergency Repairs
  - City Building - 0800 595 595 (Evenings after 4.30p.m. and weekend days)
  - Gas Sure - 01294 468113 (24 hours service)
- Repairs Improvements - 0141 945 6723

### **Housing Services** (Rent, Rent Arrears, Anti-Social Behaviour or tenancy matters)

- Rent / Factoring Matters - 0141 945 6704 / 6709
- Allocations / New Tenancies - 0141 945 6705
- Welfare Benefit Advice - 0141 945 6722 / 6724
- Anti-Social Behaviour - 0141 945 6720
- General Advice - 0141 945 6705 / 6720

### **Community Centre**

- Enquiries about bookings, services or activities - 0141 428 6128

Please refer to our Telephone Directory with all the contact details (telephone and e-mail addresses) for our staff team.

May I take this opportunity to apologise for the change in the delivery of our service. We can reassure you that we are doing everything we can to maintain our service in these challenging times.

I would encourage you to visit our website ([www.cadderha.co.uk](http://www.cadderha.co.uk)) for updates on our work and service whilst our office is closed due to the COVID – 19 situation..

Yours faithfully

**Kenny Mollins**  
**Director**