



12 August 2020

## **REACTIVE REPAIRS – NEW CONTRACTOR:**

You previously received a letter towards the end of June advising that Home Fix Scotland would be providing a short term reactive repairs service until Cloch had gone out to tender to appoint a new reactive repairs contractor.

We are delighted to announce that we have now completed this exercise and I can advise that our new contractor will be **The McDougall Group**. They have been appointed on a 2-year contract with options to extend their contract with us up to a maximum of 5 years. They will start to provide a reactive repairs service to our residents from **MONDAY 17<sup>th</sup> AUGUST**. This also includes out of hours' emergency repairs.

*Please note this does not affect faults to your gas boiler / hot water. Our existing contractor James Frew (Gassure) will continue to provide this service.*

## **HOW DOES THIS AFFECT ME?**

You should not notice any difference in how you actually report a repair either during or out with office hours.

At this time due to the corona virus pandemic our office is still closed to the public and staff are working from home.

Should you need to report an emergency repair during office hours you should phone the Association on **01475 783637** (please follow the prompts on the recorded message).

When the office is closed you should continue to use the office number **01475 783637**. Please listen to the recorded message:

- Press 1 for gas repairs (James Frew)
- Press 2 for all other emergency repairs (The McDougall Group)

Your call will then be transferred to the appropriate contractor who will arrange your repair.

## **COVID – 19**

All our contractors will ensure that their operatives follow the strict guidelines relating to practising safe distancing and will have the appropriate personal protective equipment (PPE) when visiting your home to carry out a repair.

We would ask that when you speak with a member of staff from Cloch or any of our contractors that you let us know if you or any member of your household are experiencing any of the common corona virus symptoms or are self-isolating. This is very important for your welfare and also for our contractors. This will allow us to manage your repair safely.

## **NON-EMERGENCY REPAIRS**

Over the last few months we were only able to provide an emergency repair service. However, given that relaxations are now in place our contractors can also now provide non-essential repairs. We have started to follow up on the backlog of these repairs and will be in touch if you have previously reported a repair. We would appreciate your patience during this time.

You can contact us by:

- Telephone 01475 783637
- My Cloch ([my.clochhousing.org.uk](http://my.clochhousing.org.uk)). Please log on and register if you haven't already done so.
- On our website: [www.clochhousing.org.uk](http://www.clochhousing.org.uk)
- E-mail: [office@clothhousing.org.uk](mailto:office@clothhousing.org.uk)

Both Cloch Housing and the McDougall Group look forward to working together to provide all our tenants with a reliable and customer focused repairs service over the next few years.

Thank you for your co-operation during this time.

Yours sincerely



Paul McColgan  
Property Services Manager.