



Coronavirus / COVID-19 Customer Frequently Asked Questions

Updated: 20 March 2020

Here we have listed the most Frequently Asked Questions by our customers. If you have any other questions you would like us to answer, please contact us via email at enquiries@bambooestate.co.uk. Unless you are experiencing an emergency, we ask you not to call the repairs line as this line is incredibly busy and we need to keep it free for emergency calls.

Data protection principles

a. What are emergency and urgent repairs?

Emergency and urgent repairs are those that put the customer, a third party (e.g. neighbour or pedestrians on the street), or the building at risk or, will cause a significant inconvenience to the customer.

Examples of emergency or urgent repairs could include:

- If you have no heating or hot water
- Loss of electrical supply
- Unsafe electrical fittings (sockets, light switches etc.)
- Security issues (doors or windows broken or damaged)
- Gas leak
- If your stairs become damaged (including handrails or banisters)
- Blocked drains or sinks

This is not a complete list and we assess each repair individually to determine whether it is an emergency, urgent or routine. If your repair is routine, we will take all the details from you and schedule it once the threat of Coronavirus has passed.

b. Will you still visit me at home?

Until further notice, if we can help you without visiting your home, we will offer you a phone call or WhatsApp video call (where possible) appointment. If it is an emergency, we will discuss arrangements for a home visit with you.

c. My income has reduced considerably because of Coronavirus and I may struggle to pay my rent, what should I do?

If you find yourself in this position, it is really important that you contact us as soon as possible. You can claim Universal Credit.

Please see link below to apply for Universal Credit and also a link for the Citizens Advice Bureau (CAB) for information on how to claim for Universal Credit. You can also contact the CAB on **08001448444** (dedicated line) if assistance is required.

<https://www.gov.uk/apply-universal-credit>

<https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/applying-for-universal-credit/>

We can also help advise you how and when to do this. If you cannot pay us in the short term we can set up a payment plan with you, but this depends on you contacting us as soon as you can.

You can contact us via email at enquiries@bamboostates.co.uk or call **0330 123 4977**, select option 1, leave a message and a member of our team will contact you as soon as they are available.

If you are already receiving Universal Credit or Housing Benefit this will continue to be paid and you will be expected to continue making full rent payments.

If you are self-employed or own a small business, the Government has announced that there will be support provided to those who cannot work and earn due to Coronavirus. Each case is considered on an individual basis so please get in touch and we will speak to you about options.

d. I have a service booked (gas, electrical, fire safety) but I don't want your Technician in my home in case they have Coronavirus. What should I do?

We have a duty to perform service checks on all our properties, this is to keep you safe. You must allow us access to your home to complete this service, but we can put some measures in place to help reassure you. Our Technicians are regularly washing their hands and using hand sanitiser. They will clean all surfaces they touch before leaving your property. You can allow access to your property, but you do not need to be in the same room as the Technician as they complete their checks therefore you can minimise contact with them.

If you are concerned about any aspect of this, please contact us and we can discuss individual measures we can put in place to reassure you.

e. I have received a letter from my Doctor telling me I am in an at-risk category and should self-isolate for 12 weeks. What should I do?

You should follow the advice of your Doctor and self-isolate. If you need an emergency repair, we have specially trained Technicians who can work in your home in a safe and clean way. You do not have to be in the same room as the Technician whilst they undertake the work so you can maintain your distance from them. The Technician will clean any surfaces they touch before leaving your property. We will do everything we can to minimise the contact we make with you and to protect you whilst in self-isolation.

f. I have suspected or confirmed Coronavirus. Will you still repair my home?

In an emergency, we will enter your home using protective clothing and make the emergency safe. It is essential you tell us in advance if you, or someone in your property has a suspected or confirmed case of Coronavirus as this will help us plan what equipment we need for our Technicians. Each emergency is different, so our specially trained Technicians will identify what clothing and equipment they need once they arrive at your property.

If your repair is inside the property, we will ask you to isolate yourself from the area of repair for as long as possible before the repair takes place. We may ask you to undertake other measures, but these will be discussed with you before we arrive.

g. I am trying to get through to your repairs team, but the lines are busy. Can I contact you another way?

Firstly, thank you for your patience. We are experiencing very high call volumes in our Contact Centre and we are busy trying to help as many customers as quickly as we can.

If you have a question or query that is not an emergency, you can send us an email: enquiries@bamboostates.co.uk

Please do not contact us multiple times as this will result in an even larger backlog. The team are trying to get to everyone as quickly as we can, but we have to prioritise emergencies, so we thank you for your patience.