

January 2021

Dear BHA Resident

### **BHA COVID-19 Service Update**

I wanted to write and update you on how Barnsbury HA is continuing to respond to the COVID-19 pandemic. Like many landlords, we have been working hard to ensure that we are able to keep the service running safely as much as we can at the moment.

BHA's office remains closed, as are the community rooms at Morland Mews and Highbury View. The football pitch at Morland Mews is closed but will sometimes be used by Thornhill Primary for socially distanced breaks for kids during lockdown. BHA staff are working remotely. You can still call and email us on **020 7704 2324** & [info@barnsbury.org](mailto:info@barnsbury.org).

BHA's caretaking service remains in place to keep your blocks and estates clear and safe. However, under the current restrictions, we are carrying out emergency repairs only and contractors will wear extra protective equipment and socially distance when entering homes.

You can help us by only reporting genuine emergencies. If you do have an emergency repair then we request that you let us know if you are self-isolating, experiencing any symptoms of the virus or have recently tested positive for the virus. Please also adhere to social distancing guidelines if a staff member or contractor visits your home.

As with the lockdown in March 2020, BHA staff are calling many residents to check on how they are managing and if we can link you in with any local services offering support at this time, whether that's with food, deliveries, or any support with coping during a stressful period. If you would like a regular call from BHA please get in touch and let us know.

We know that many of you will be worried about your jobs at this very uncertain time and how you will pay your rent. If you lose your job, we recommend that you sign up for Universal Credit immediately. Let BHA know about this right away so we can support your application. If you are struggling to pay your rent please get in touch to make an appointment with BHA's debt & welfare advice service.

We appreciate this will be a difficult time for many of you. We were encouraged during the first lockdown by the acts and kindness from the Barnsbury community and we encourage you to look out for your friends and neighbours once again.

In the meantime, we once again wish you and your families well at this very difficult time. You will find a list of services overleaf to support Islington residents during this time that may be able to support you or someone you know.

Kind regards,



Susan French  
**Chief Executive**

## Support for Islington Residents

### **We are Islington – 020 7527 8222 / [weareislington@islington.gov.uk](mailto:weareislington@islington.gov.uk)**

We are Islington is a service run by Islington Council to provide help and support to Islington residents. This can range from food parcels to mental health support. They can link you with local services for Islington residents.

### **The Pillion Trust – 020 7700-2498 - 60 Lough Rd, London N7 8FE**

Pillion Trust are an Islington-based charity that provide support to Islington residents and run a food bank throughout the week. Any Islington resident can ask them for help with food.

### **Solace: Domestic Abuse – 020 3795 5070 / [advocacy@solacewomensaid.org](mailto:advocacy@solacewomensaid.org)**

If you need help because of domestic abuse, or suspect someone is suffering from domestic abuse, contact Solace in Islington for free, confidential support. Solace helps men and women affected by domestic abuse.

### **Barnsbury Housing Association Hardship Fund**

BHA also have a Hardship fund to support residents experiencing financial difficulties, such as utility bills. Find out more at [www.Barnsbury.org/support](http://www.Barnsbury.org/support).

### **Worried about heating or electricity bills?**

BHA work with the charity Groundworks on their **Green Doctors** scheme. If you are worried about your fuel costs increasing due to the Coronavirus outbreak please get in touch with them for free help and advice.

For more information on the Green Doctors scheme please visit

<https://www.groundwork.org.uk/projects/green-doctors-london/> or call **0300 365 3005** to book your telephone consultation.

### **Mental Health Support – don't suffer in silence**

- Samaritans – freephone 116 123
- Help on your Doorstep - 020 3931 6080 / [connect@helponyourdoorstep.com](mailto:connect@helponyourdoorstep.com)
- Age UK Islington – 020 7281 6018

### **Test and Trace Self Isolation Support payments**

Residents whose earnings are affected by staying at home and isolating for 14 days, may be eligible for the Test and Trace Support Payment Scheme. Please contact **We Are Islington** for more information on how to apply.

### **Beware of Scams**

Sadly, there have been reports of Coronavirus-related scams circulating around the vaccine, test and trace and others. Always be vigilant and careful with your personal details. If you are unsure, hang up or close the website and verify it independently.

### **Claiming Universal Credit**

If you have lost your source of income please apply for Universal Credit straight away. Visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit). Self-employed support schemes are also available. For help and support with your claim contact Barnsbury Housing Association for a welfare advice appointment.