

**March 19 2020**

Dear BHA Resident

**BHA + COVID-19 Virus Outbreak**

I wanted to write and let you know how Barnsbury HA is responding to the Covid 19 virus.

Like many landlords, we have been working hard to ensure that we are able to keep the service running safely. We have put measures in place to keep you, your families, contractors and staff safe at this time. Our offices are currently closed and resident events at Morland Mews and Highbury View are regrettably cancelled until further notice. BHA staff are now working remotely in order to keep our vital services going, though we will continue to be available via telephone.

Unfortunately, we are carrying out emergency repairs only and contractors will carry out additional risk assessments and wear extra protective equipment before entering homes. You can help us by only contacting us about genuine emergencies and by letting us know if you are self-isolating if contractors call.

Many of our residents are older and many live alone. **If you are self-isolating or being 'shielded' (for people over 70 or with underlying health conditions) and don't have any immediate friends or family to support you, it is important that you let us know by**

**calling us on 0207 704 2324. BHA staff can call you every few days to check on how you are doing. We will try and link you in to local groups who may be able to help with collecting food or medicine if we cannot help directly.** Some tenants will also be receiving letters directly from Public Health England about support that is on offer locally, such as food distribution and collection of medicine.

We know that many of you will be worried about your jobs at this very uncertain time and how you will pay your rent. Hopefully recent announcements from the Chancellor may have provided some comfort and we expect to hear about further support for self-employed people in the coming days.

If you lose your job, we recommend that you sign up for Universal Credit immediately and let us know so we can support you with this. We will be on-hand to offer help and support to residents who may struggle in paying their rent.

We appreciate this will be a difficult time for many of you. We know that our tenants are part of a very strong community and we encourage you to look out for your friends and neighbours if you think they will struggle to cope.

Please also continue to follow government advice available on [www.gov.uk](http://www.gov.uk).  
BHA will post updates on our service via our website [www.Barnsbury.org](http://www.Barnsbury.org).

We wish you all well at this very difficult time and hope that you and your families stay well and healthy and that normal service resumes soon.

Kind regards,

Susan French  
**Chief Executive**

