



## **CHANGES TO THE WAY WE DELIVER OUR SERVICE FROM MONDAY 23 MARCH 2020**

Further to the outbreak of the Coronavirus the advice from the UK Government is for people to focus on personal hygiene, to self-isolate if you are showing any symptoms, to avoid unnecessary travel and contact with others and to work from home if possible.

As a responsible management agent, New Park Village TMC is following the advice of the UK Government and so we will be making changes to the way we deliver our services.

- **Our reception & cash counter service will be CLOSED to the public from Monday 23rd March until further notice**
- Staff will be available on the telephone for our normal hours.
- Rent and service charge payments remain payable as normal. We will still be accepting card payments over the telephone during normal hours, alternatively you can pay
  1. Online – [www.wolverhampton.gov.uk/housing/pay-your-rent](http://www.wolverhampton.gov.uk/housing/pay-your-rent)
  2. Set up a direct debit - [www.wolverhamptonhomes.org.uk/tenants/money-and-benefits/direct-debit](http://www.wolverhamptonhomes.org.uk/tenants/money-and-benefits/direct-debit)
- If cash/cheque payment is your only means of payment, then you can pay at a Post Office or Paypoint. You must have a customer payment card to make a payment, phone us to ask for a payment card if you need one.

## **RENT AND TENANCY**

For information and advice you can contact us on: 01902 552670

We ask that you remain patient during this difficult period as we have taken the decision that in-person appointments and home visits have been cancelled until further notice.

## **REPAIRS**

We will continue to provide a repairs service, but this will be emergencies only.

None urgent or none essential repairs will be logged and completed when normal service resumes

Boiler repairs only – call Wolverhampton Homes on 01902 556789

## **OUT OF HOURS EMERGENCY REPAIRS**

If tenants need to report an Emergency Out of Hours repair you will continue to do so by telephoning 01902 552999

If you smell gas or suspect carbon monoxide – Call Cadent Free Day or night on 0800 111 999