



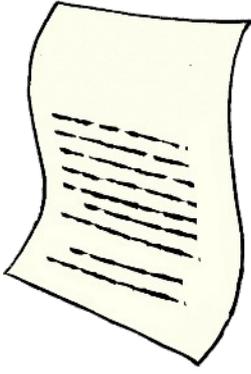
Ministry of Housing,
Communities &
Local Government



A message about social housing and coronavirus (COVID-19)



Easy Read version



This letter is from Christopher Pincher, the Minister of State for Housing.



It says how the Government can support people who live in **social housing** as things slowly get back to normal.

Social housing means the home that you rent from a housing association or council. They are your landlord. If you are not sure, you should check with your landlord.

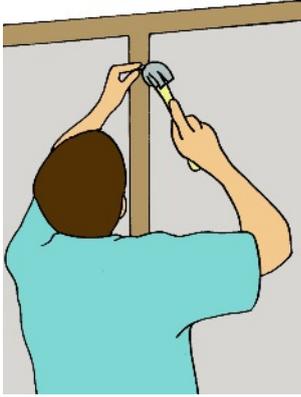


This letter tells you how the Government and social landlords can help you stay safe and healthy.



At the end of the letter I tell you how to contact us and there are links to the advice or information.

1. Keeping you safe



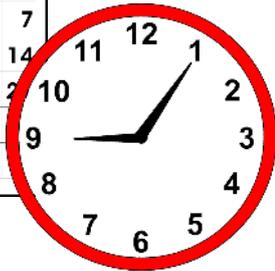
Repairs and looking after you home

During lockdown many landlords could only do urgent repairs.



Now they can do more work but have a lot of jobs to do. This means they will do urgent work first. But it is important to tell your landlord about any work they need to do.

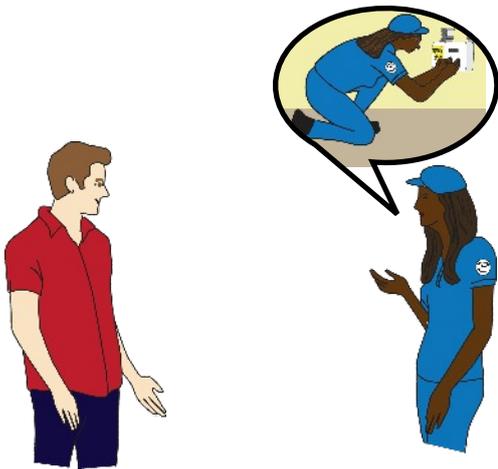
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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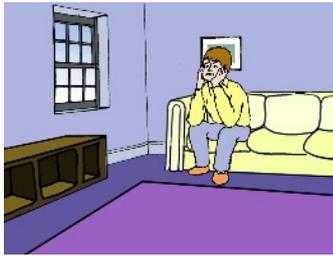
Workers should let you know when they will come to do repairs.



When they are in your home, they must keep a safe distance from you and follow advice about washing hands and surfaces.



If someone in your home is **self-isolating** (staying home to stop the virus spreading) or **shielding**, then workers will only repair things that could be dangerous. They will talk to you about how to do this safely and keep a safe distance from you.



Shielding means you do extra things to keep safe if coronavirus could make you very ill.

Work and repairs outside your home



Many landlords can now start work they planned before lockdown. This includes getting empty homes ready for people to move in.



Workers must follow our advice on working safely. They will usually only work on homes where no one is **isolating** or **shielding**.

Gas checks

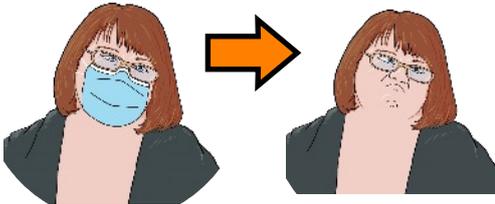


Every year many people are killed or badly hurt by faulty gas fires, cookers or boilers.

YEAR			
Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sep	Oct	Nov	Dec



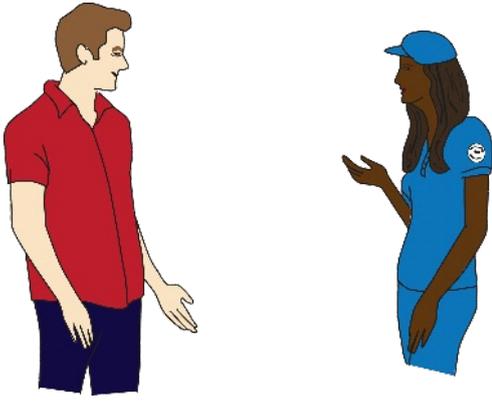
Your landlord must check these every year.



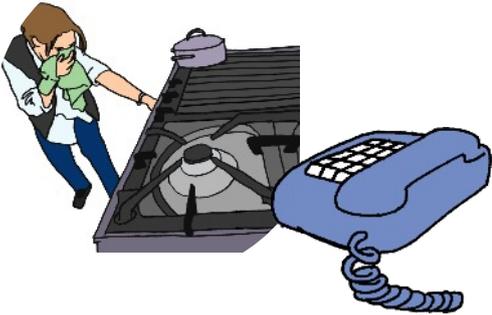
If you are **self-isolating**, they can do the checks when this has finished.



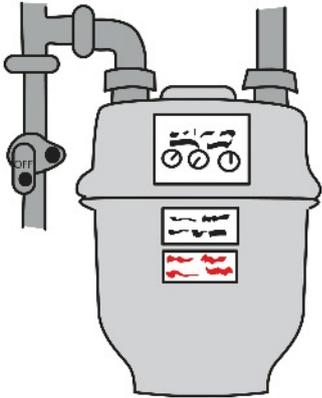
If you are **shielding**, your landlord will decide if it is safe to do the checks later or they need to do them now.



They will talk to you about how to do this safely and keep a safe distance from you.



If you smell gas or are worried something is not safe, phone the gas emergency service on: **0800 111 999**.



Switch off all your gas appliances until an engineer can come and make sure everything is safe.

Making buildings safe

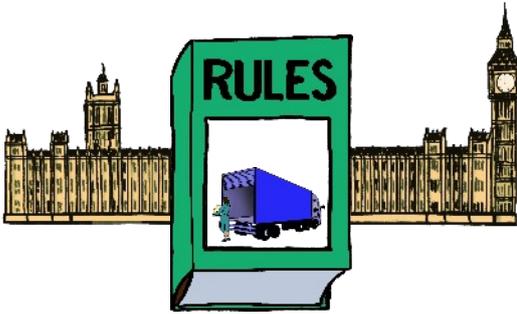


It is really important to make sure buildings are safe. This includes replacing unsafe cladding and doing work to protect against fires in blocks of flats. We have advice about coronavirus and building safety.



Moving home

The law says you can now move home.



The Government has advice about doing this safely.



Talk to your landlord about how to avoid spreading coronavirus or protect anyone who is **shielding** when you move.

2. Supporting you

Support for tenants



You should keep paying your rent if you can and keep to the rules about being a tenant.



Speak to your landlord if you find it hard to pay your rent.



The Government can help if you are earning less money at the moment.

MONTHS			
1	2	3	4
5	6	7	8
9	10	11	12



Between March and September 2020, landlords must tell you 3 months before they want you to move out.



Also you cannot be **evicted** (forced to leave your home) at all at the moment. The Government have advice about what should happen.

Support with Council Tax



The Government has given local councils money to support local people who have less income to pay bills.



Most of this is being used to help people pay less council tax.



Your council can advise you on how to get help with your council tax.



Feeling healthy and happy

Coronavirus has affected everyone.



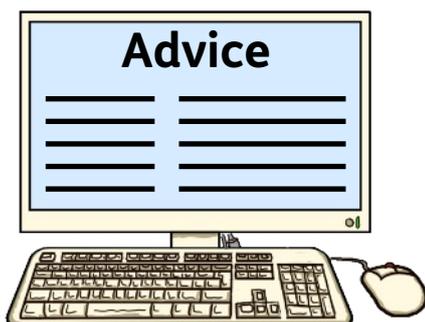
The Government has advice about how to look after yourself mentally and physically.



This includes how to support children and young people.



The Government has a plan to help people who might be lonely.



There is also advice available and a list of organisations you can talk to.

Support for people at risk from coronavirus



About 2 million people in England have serious health problems that mean they must stay home to be safe from coronavirus.



The NHS wrote to people in this group to say they can have a food box delivered regularly.

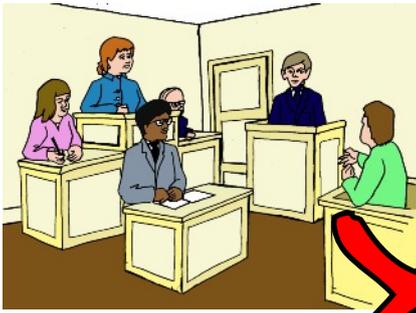


Our website tells you how to get support if you think you or someone in your family could get this.



Anti-social behaviour

Social landlords, the police and councils have powers to deal with anti-social behaviour.



Because of coronavirus landlords cannot take people to court to make them move out.



But they can do other things to protect you.



If you are suffering from anti-social behaviour, please contact your landlord or the council's community safety team.

Support for victims of domestic abuse



Staying at home can make things worse for people who are abused by someone they live with or scared this might happen.



You can get support from the police, helplines and other services.



You do not have to keep to rules about leaving home if you need to escape abuse.



The Government has advice for victims of domestic abuse.

3. How to contact us



Ministry of Housing, Communities and
Local Government
Fry Building
2 Marsham Street
London
SW1P 4DF



Telephone:
030 3444 0000



Email:
Christopher.pincher@communities.gov.uk

4. Where to find out more



The Government website **www.gov.uk** has the Government's plan to get back to normal as much as we can. It also has the advice and information I talk about in this letter:

- Coronavirus (COVID-19): what you need to do
- Find out what you can do if you're struggling because of coronavirus (COVID-19)
- Working safely during coronavirus (COVID-19)
- Remediation and COVID-19: Building Safety update
- Advice on home moving during the coronavirus (COVID-19) outbreak
- COVID-19: guidance for employees
- Coronavirus (COVID-19) Guidance for Landlords and Tenants
- Council tax: COVID-19 hardship fund 2020 to 2021 - guidance

- Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19)
- COVID-19: guidance on supporting children and young people's mental health and wellbeing
- Government launches plan to tackle loneliness during coronavirus lockdown
- Let's Talk Loneliness
- Get coronavirus support as a clinically extremely vulnerable person
- Coronavirus (COVID-19): support for victims of domestic abuse
- Our plan to rebuild: The UK Government's COVID-19 recovery strategy



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