

COVID Q&As for developments:

Version 1.2

14/09/2020

	<u>Phase 3</u>
<u>Services at Your Development</u>	Can we use the communal areas? No. The communal areas at our developments remain closed and should not be used. If you need to speak to your development manager, then the communal areas may be temporarily opened for confidential one-to-one meetings.
	Will the communal areas re-open soon? There are no immediate plans to re-open our communal areas for events or social gatherings. We will communicate with our development staff when this decision changes.
	Will risk-assessments be carried out when communal areas do re-open? Yes. Hanover will carry out full risk assessments of communal areas at all our developments. We will also look at how surfaces and items are cleaned after use, such as plates and cutlery.
	Can we hold special events at the development? No. Since 14 September 2020 restrictions have been tightened by the Scottish Government. Only six people, from two households, are allowed to meet in person.
	Can I still receive visits from my Care or Social Workers? If you require urgent care, then it is likely that a Care package will already be in place. However, if you require a home visit, then you will need to let your care provider know.
	Can a private cleaner come in to my property? Private cleaners can visit your property and we can offer a disposable face mask for them. However, they must adhere to social distancing. Cleaners should use the hand sanitiser at the development and wash their hands when they finish cleaning. Any used cleaning materials/products should be disposed of carefully. You should also wear a face mask while the cleaning is taking place.
	When the Manager is back at the development, can I go to their office? No. Managers returned to the developments on 10 August 2020. If you must speak to your development manager, either call them or ask if a one-to-one meeting can be held in the communal lounge.

	<p>When are Managers going to return to the office on a full-time basis? As mentioned above, Managers returned to developments on Monday 10 August on a full-time basis.</p>
	<p>Can we use the guest rooms? No, they will remain closed to all users for the foreseeable future.</p>
	<p>When will the guest rooms re-open? We are reviewing the guidance from the Scottish Government. It is unlikely that guest rooms will re-open until Phase 4 of the route map. We anticipate that the guest rooms will remain closed until at least the start of 2021.</p>
	<p>What are the rules for Communal toilets? Communal toilets will now be open again, but with strict cleaning measures in place. If you need to use the communal toilets then remember to wash your hands thoroughly and use the hand sanitiser.</p>
	<p>What are the rules for Communal laundry rooms? If you have a communal laundry facility at your development, then there are strict opening hours for you to wash clothes. You must adhere to the opening hours and the rules for the safe washing of clothes. Remember to adhere to the social distancing rules (2m).</p>
	<p>Are communal gardens open again? Yes, but under the new rules, a maximum of only six people from two households can meet in garden areas.</p>
	<p>Can I get my emergency pendant/pull-cord tested? Certain maintenance tasks are now resuming and we are evaluating the pendant/pull-cord testing. If your pendant or pull-cord requires urgent maintenance, then please call 0800 111 4646.</p>
	<p>What happens if there is an emergency at the development? In the event of an emergency, there are procedures in place to deal with a situation. If the emergency services are required, they will have their own procedures. If a member of Hanover staff attends, they will follow social distancing and wear PPE during the incident.</p>
	<p>We have cleaners on-site, but what PPE should they be wearing? Staff must maintain the distancing measures, wear disposable gloves and a disposable apron. The use of face masks or visors are based on the personal choice of the cleaner and we will supply face masks/visors if requested by the cleaning staff.</p>
	<p>Will I still receive a gas safety check of my property? Gas Safe checks were put on hold earlier in the year, but they are starting to take place again. If your property is due a gas safety</p>

	check, then you should receive correspondence from Hanover shortly.
	<p>Will we receive Pump action hand sanitiser dispensers? We have now installed hand sanitiser brackets at the entrances of the majority of our developments and we will soon issue a supply of hand sanitiser to all our developments.</p>



<p><u>Interacting with Others</u></p>	<p>Can friends or family visit me at my development? On Monday 14 September, the Scottish Government changed restrictions on the number of people who can meet in or outdoors. Under the current rules, you can only meet with a maximum of six people from two households.</p>
	<p>Are visitors allowed to come in to my property? Key workers and medical staff will be able to enter your property. Visitors will be able to come in to your property, but social distancing measures must be adhered to at all times.</p>
	<p>Can I interact with my neighbours? Yes, but under the new rules, only six people from two households can meet indoors or outdoors.</p>
	<p>Can a hairdresser or barber come to my property to cut my hair? Hairdressers and barbers re-opened to the public on the 15 July - If you intend to book an appointment at your hairdressers or barbers then you must remember to wear a face mask or face covering if you are going in person.</p> <p>If you cannot leave your property to visit a hair salon, then a hairdresser/barber can visit you, provided they do the following:</p> <ul style="list-style-type: none"> • Use the hand sanitiser provided at the development • Wear appropriate PPE – face mask or visor, disposable apron and disposable gloves (<u>You should also wear a face mask/covering during a haircut</u>) • Dispose of any used PPE, cleaning materials or hair styling materials safely • Has up-to-date Public Liability Insurance • Has all electrical equipment (hairdryers, clippers and straighteners) PAT tested for safety. • You should both wash your hands at the start and the end of your appointment and your hairdresser should not wear the same PPE more than once.

A safe practice poster has also been distributed to developments with more advice about the steps you can take to stay safe while having a haircut in your property.

Can a podiatrist visit my property?

Podiatrists will be able to visit your property if you have an emergency appointment or if you need urgent care with wounds or injuries. However, the Podiatrist must agree the appointment beforehand and wear suitable PPE (mask/visor, disposable gloves and disposable apron). You should also wear a face mask or face covering while treatment is taking place. Any materials, dressings or associated medical items should be disposed of carefully and the Podiatrist must use the hand sanitiser on site when they arrive and wash their hands before they leave.

What should I do if I see another resident breaking or flouting the rules?

If you see any incident of another person disobeying the rules, then you can report it to the development manager or housing officer. You can do this confidentially if you would prefer not to be identified.

Is my pet at risk from COVID-19?

If you keep a pet in your property then you must wash your hands thoroughly on a regular basis, particularly if you come in to contact with your pet. You should also remember to wipe down or clean any surfaces and door handles in your property.

Why aren't Hanover providing more information to their customers about the route out of lockdown?

Hanover continues to update our staff and customers as soon as the advice changes. Like many organisations, we are dependent on the guidance from the Scottish Government. When this changes, we always publish information in our staff and resident bulletins, through emails, posters or general notices. We also provide development managers with information that can be passed to residents. If you require more guidance, please contact your development manager or housing officer.

What can I do if I live in a 'local lockdown' area

If you live in Glasgow city, Lanarkshire, East and West Dunbartonshire, Renfrewshire or East Renfrewshire then you will currently be subject to a local lockdown. This means that restrictions are now tightened for these areas. You will not be able to meet with any other households if you live in these areas while you are subject to the local lockdown.

	<p>What happens if I want to sell my property, or move out of my property during the lockdown period?</p> <p>If you intend to sell your property or leave your property during the lockdown period, then Hanover will support you as much as possible with the process. If you need any advice about moving or relocating during lockdown, then please contact your development manager or housing officer. From 29 June 2020, all home moves became permitted, provided they could be carried out safely. If you do move, then you cannot be a member of more than one household and repeated movement between homes is not permitted.</p>
<p><u>Out & About</u></p>	<p>Will Hanover provide face masks for residents?</p> <p>Face coverings are mandatory in all shops, on public transport and in enclosed public spaces. We acknowledge that it can sometimes be difficult to find masks or face coverings. However, we are unable to supply face coverings to every resident due to the costs and distribution challenges. You can purchase washable face masks online, or from local community groups.</p>
	<p>Can I go shopping if I am shielding?</p> <p>On the 1 August, the Scottish Government paused the shielding restrictions. Shielding restrictions remain paused in Scotland and you are allowed to go shopping and exercise. You should adhere to social distancing measures and wear a face mask/face covering when shopping or using public transport.</p>
	<p>Can I go to pubs, restaurants or meet with friends?</p> <p>You can only meet with a maximum of six people from two households. This rule includes indoor and outdoor gatherings in pubs, restaurants, homes and gardens.</p>