

Bulletin

SUPPORTING YOU THROUGHOUT THE CORONAVIRUS

At this time of year, we usually release the spring edition of our Bulletin magazine, looking back on what's happened in our communities over the past few months and looking forward to the year ahead.

But the coronavirus outbreak has, for the time being, changed our everyday lives completely and it's also changed the way we're delivering our services to you.

Despite all of these changes we want to say one thing loud and clear. Our offices may be closed but we're here to support all of you through this difficult time.

In this special edition, you'll find key information on our services during the coronavirus outbreak, such as how our repairs service has changed, how to keep in touch with us as well as ways to keep yourself entertained and well fed through lockdown.

Take care, stay home, and let's get through this together.



Our offices are closed to protect our tenants and staff and help slow the spread of coronavirus in our communities. So you might not be able to contact SLH in your usual way - for instance, to report a repair, pay your rent, to report anti-social behaviour or something else.

However we've got lots of other ways to get in touch from the comfort of your own home so you can choose a way that suits you.



On our website: Use our Web Chat or Get in Touch form



Email us
info@southliverpoolhomes.co.uk



Message us on mySLH



Message us on Facebook:
facebook.com/SouthLiverpoolHomes



Call us on 0330 303 3000
please be patient as our phone lines are very busy at the moment. To help us continue to support our most vulnerable and elderly tenants, please only call us if it's urgent.

If you are getting in touch with us outside of our office hours of 9am – 5pm, please limit these to emergency enquiries only. If it is an emergency, then the best way to contact us is by phone on 0330 303 3000.

STAY AT HOME 

PROTECT THE NHS 

 **save lives**

Stay at home

As we write this, the Government has asked everyone in the UK to stay at home. This means even people who may not be at a high risk should only leave the house for limited reasons. These measures are in place to help prevent the spread of the virus, and protect the most vulnerable. Please do your bit and stay at home to help save lives.

Remember to keep up to date with official government and NHS advice. There's lots of information and fake news on social media at the moment so if you keep to these sources you can be confident you are receiving the correct information.

Supporting vulnerable tenants

We are making regular contact with our older vulnerable tenants to make sure they have everything they need. If you know of anyone in urgent need with no family support who might need our help, please call us on 0330 303 3000 and ask for the tenancy support team. We'll offer regular wellbeing calls and signpost them to all the support they need.

Social media and website



Follow our social media channels and our website to keep you informed about our services to you throughout the coronavirus outbreak.

SLH on Facebook

www.facebook.com/SouthLiverpoolHomes

SLH on Twitter

twitter.com/SLH_Homes

SLH coronavirus homepage

southliverpoolhomes.co.uk/coronavirus

Benefits and Energy Advice

As always, our benefits and energy advice team is here to help you make the most of your money, from making sure you're on the right benefits to helping you get the best deal on your gas and electricity.

Call 0330 303 3000 and choose option 4 where our dedicated team can support you.

Are you home schooling?



Even with schools sending work home for young people it always helps to have a little extra support in your home classroom.

Luckily, in response to lockdown, BBC bitesize are revamping their website from April to bring you and your children content to support home learning and wellbeing.

Check it out at
www.bbc.co.uk/bitesize

Support managing your money

The coronavirus outbreak is having a massive effect on the economy on every level, which could include your household budget.

Many people who cannot work because of lockdown are on a reduced income and we want you to know that we are here to support you as much as we can.

Your rent & other charges

If you are struggling to pay your rent, it is really important that you let us know. Please call us on 0330 303 3000 and choose option 2 so we can provide you with the support and advice you need.

Ways to pay your rent

There are a number of ways you can pay your rent from home; if you have to self-isolate or if you are uncomfortable visiting public places.

- **Direct Debit** – if you've already got a Direct Debit set up it's the best way to keep on top of your rent. If you'd like to set one up, call us on 0330 303 3000 and choose option 2.
- **mySLH** – you can pay your rent, report repairs, message us and manage your tenancy details on mySLH, your online tenancy portal.
- **AllPay app** – allows you to pay your rent anywhere at any time using your smartphone.
- **Over the phone** – you can call our automated payment line any time and pay using your debit card – just call 0330 303 3000 and choose option 2.

Lockdown lunches!

Over the past year, our weekly online recipes from The Market Place have been a hit with our followers.

Many of you will have some tins and packets in your cupboards that you're wondering what to do with.

Here's a great recipe that you can cook as a family - an easy Minestrone soup.

INGREDIENTS

- 1 tsp olive oil or butter, for frying
- 2 spring onions or a small leek
- 1 carrot
- handful peas (frozen or fresh)
- small handful green beans (frozen or fresh)
- couple of cabbage leaves
- 1 garlic clove, finely chopped
- 1 tsp dried oregano, basil or thyme or mixed dried herbs
- 1 tsp tomato purée
- 1 X 400g/14oz tin chopped tomatoes
- 1 X 400g/14oz tin cannellini beans
- 2 rashers cooked back bacon or ham, chopped (optional)
- 600ml/20fl oz reduced-salt vegetable stock
- 30g/1oz dried small pasta such as orzo, stars, alphabet shapes or broken dried spaghetti
- small bunch fresh basil or parsley, chopped
- lemon juice, to taste
- sugar, to taste
- freshly ground black pepper



HOW TO COOK

- **Kid's job:** Chop all of the vegetables into tiny pieces, as small as you can.
- **Adult's job:** Heat a large saucepan and add a teaspoon of olive oil or butter. Gently fry the spring onion or leek for five minutes, stirring often.
- **Adult's job:** Add the garlic, the rest of the vegetables, dried herbs and tomato puree and stir for a minute.
- **Adult's job:** Add the tinned tomatoes and stock and bring to the boil.
- **Adult's job:** Add the pasta and any meat or beans you want to use and cook for 8 more minutes.
- **Kid's job:** Get your grown up to spoon a little of the soup into a small bowl for you and let it cool a little. Have a taste and see what you think...if you like you can add a squeeze of lemon juice, a little sugar or some black pepper.
- **Adult's job:** Spoon into bowls to serve. You can either sprinkle herbs on top or put them in a small bowl on the table for the kids to taste first. The soup is great served with chunky bread.

Employment and training support

Our employability hub in Speke Library may be closed but Reach and its partners are still operating online to support you.

Check out the Reach website for local jobs and ongoing support from our range of providers.

reach.southliverpoolhomes.co.uk

We are promoting jobs regularly on social media too.

Let us know if you are self-isolating

If you have received a letter telling you to self-isolate for 12-weeks or are showing symptoms of COVID-19 please let us know. This is so that we can offer you the support you need and put measures in place to help protect you when we are delivering essential services.

If you are self-isolating it is important to talk to us particularly if you receive a letter about your gas or electric safety checks. These works are essential and we can talk to you about how our operatives will work safely in your home.

What's happening with repairs to your home

During this time, we will only be completing emergency repairs and safety checks that we are legally required to do, such as gas and electrical checks. For the time being, we are no longer carrying out non-emergency repairs and planned maintenance programmes. We know that many of you would have been expecting to have investment works completed this year. Once this situation passes we will be contacting those who are due works to arrange this; during this period we may complete external painting works or boundary works if social distancing can be adhered to.



What is an emergency repair?

These are repairs to remove immediate danger to people or avoid major damage to your home. In the event of a really serious incident, we will respond as soon as we possibly can. An emergency repair could be no power or water in your home, a leak coming through the ceiling or a blocked toilet if you only have one toilet.

What happens if I report a non-emergency repair?

We would urge you not to report any non-urgent repairs until we recommence our usual services. This way we can concentrate on focusing our efforts on offering essential services to those that need them most in these difficult times.

Keeping on top of day to day repairs

To help tenants keep on top of day to day repairs we are currently working on providing a range of online resources to help you tackle common DIY tasks. Please keep an eye on our website and social media channels for more details.

Reporting anti-social behaviour

As our communities are adapting to the challenges of the coronavirus outbreak, our community safety team is more committed than ever to challenge anti-social behaviour (ASB) and support people who may be suffering at this time

You can still report ASB and get support from us in the following ways:

- **Report ASB online at** www.southliverpoolhomes.co.uk/reportasb
- **Call us on 0330 303 3000** and choose option 4
- **Email us** on info@southliverpoolhomes.co.uk

Your reports will, as always, be treated in the strictest of confidence.



With the government advising us to all stay indoors and schools being closed, please remember to be considerate and tolerant to each other around noise and other forms of nuisance. Remember that you should not be letting anyone into your home other than those that you live with, so house/garden parties and any social gatherings are not allowed at this time.

SLH is working with other agencies such as Liverpool City Council, Merseyside Police and Merseyside Fire and Rescue to ensure everyone living in Speke and Garston follows social distancing guidelines. This includes making sure residents are not using any public facilities such as parks.

These measures are for everyone's safety and will reduce the spread of the disease.



Try something new

Why not take this time to try something new. Here are five top lockdown life-changers you can do at home:



Learn to paint – If the last time you painted a picture was back at school then this might be the perfect time to let your creative side loose! All you need are some inexpensive art materials that are available online or at the supermarket.



Master a language – Imagine coming out of lockdown with another language under your belt. There are loads of online resources and apps out there to give you a helping hand. Or why not learn British Sign Language, to give your communication a whole new dimension.



Knit one, pearl one – Knitting isn't just for your nan! It's a great pastime for people of all ages. All you need is a pair of knitting needles, some wool and one of the many online knitting patterns and tutorials. It'll be bobble hats and scarves all round this Christmas!



Photography – Unleash the power of the camera in your pocket and learn to be a smartphone snapper. Modern phones have excellent cameras and the internet is full of great tutorials to help you turn your quick snaps into works of art.



Yoga – Lockdown makes exercise tough but yoga is something you can do anywhere without any equipment. Search YouTube to discover thousands of yoga tutorials from beginner to advanced.

Show us how your community is coming together



We're seeing rainbows popping up in windows all over South Liverpool - a lovely hopeful sign to cheer us up when we're out doing our daily exercise, getting vital shopping, caring for our vulnerable neighbours or coming home from work from vital services.

This is just one way we're showing each other support at this difficult time. But if you've got any pictures or stories about how your community is coming together through the coronavirus outbreak, please share it with us on social media or email

communications@southliverpoolhomes.co.uk

Feeling anxious?

Many of us are feeling anxious about coronavirus.

It's natural to feel like this as it's such a big thing in our lives. Try and put a set time aside to catch up with the latest news. This way you can stay up to date without overloading yourself. It also gives you time to make the most of the rest of your day. It's really important that you talk to people about your worries. If you can't speak to someone you know or if doing so hasn't helped, there are plenty of helplines you can call:

Mind	0300 123 3393
Anxiety UK	0344 477 5774
Samaritans	116 123

Thank you

We'd just like to say thank you to all our tenants for their patience and support during this very difficult time. Closing our offices and limiting our face-to-face services is not a decision we have taken lightly but has been absolutely necessary to help protect you and our staff. Where possible, a lot of these services are now online so please log onto our website or follow us on Facebook and Twitter to ensure you are getting all the information you need.

Take care and stay safe everyone. We're all in this together so please don't hesitate to get in touch if you need support or advice.