

Coastline Housing service levels during the coronavirus outbreak



This table shows a summary of the services Coastline aims to provide for our customers under 'steps' of the government's Coronavirus 'road map'. The current level of service is highlighted.

Provision of services could be subject to change as they may be affected by things outside our control, such as staff availability and supplies of essential items like personal protective equipment. Changes resulting from updated government guidance may take time to be implemented.

If you have any questions about how this step plan may affect your role, please ask your line manager in the first instance.

Service	Phase 4 – Step 2 12 April (current step)	Phase 4 – Step 3 17 May (earliest)	Phase 4 – Step 4 21 June (earliest)
General repairs - internal	Full repairs service with Covid precautions in place. Some lower priority repairs may take up to 30 working days (seven weeks) to complete whilst the service continues to recover.	Full repairs service with Covid precautions in place. Some lower priority repairs may take up to 30 working days (seven weeks) to complete whilst the service continues to recover.	Usual full service (lower priority repairs will meet the 30 working days (six weeks) target).
Heating	Gas and boiler servicing as usual, with Covid precautions in place. Smoke and carbon monoxide alarms serviced as usual.	Gas and boiler servicing as usual, with Covid precautions in place. Smoke and carbon monoxide alarms serviced as usual.	Usual full service, providing guidelines allow.
Kitchen and bathroom replacement	Full service, with Covid precautions in place.	Full service, with Covid precautions in place.	Usual full service, providing guidelines allow.
Disabled facilities grant work	Full service, with Covid precautions in place.	Full service, with Covid precautions in place.	Usual full service, providing guidelines allow.
Cleaning communal areas	Full service, with focus on hygiene and cleanliness of hard surfaces, handles and touch plates.	Full service, with focus on hygiene and cleanliness of hard surfaces, handles and touch plates.	Usual full service, providing guidelines allow.
Handyline	We are aiming to bring our Handyline service back between 12 April and May 2021 however the service will only be available for garden maintenance.	The Handyline service will be back in place for garden maintenance only.	The Handyline service will be back in place for garden maintenance only.
General repairs - external	Full repairs service with Covid precautions in place. Some lower priority repairs may take up to 30 working days (seven weeks) to complete whilst the service continues to recover.	Full repairs service with Covid precautions in place. Some lower priority repairs may take up to 30 working days (seven weeks) to complete whilst the service continues to recover.	Usual full service (lower priority repairs will meet the 30 working days (six week) target).
Painting and repairs	Full service, with Covid precautions in place.	Full service, with Covid precautions in place.	Usual full service, providing guidelines allow.
Roofing	Full service, with Covid precautions in place.	Full service, with Covid precautions in place.	Usual full service, providing guidelines allow.
Grounds maintenance	Full service, with Covid precautions in place.	Full service, with Covid precautions in place.	Usual full service, providing guidelines allow.
Play areas	Play areas open subject to government social distancing requirements.	Play areas open subject to government social distancing requirements.	Usual full service, providing guidelines allow.

Community Standard visits	Red and yellow estates are visited. Green estates will be visited only where required.	Red and yellow estates are visited. Green estates will be visited only where required.	Usual full service, providing guidelines allow.
Tenancy Management	Full service but the team will try to deal with the issues remotely first and keep visits to a minimum. Covid precautions in place.	Full service but the team will try to deal with the issues remotely first and keep visits to a minimum. Covid precautions in place.	Usual full service, providing guidelines allow.
Mutual exchanges	Full service, but with increased use of remote/digital sign ups.	Full service, but with increased use of remote/digital sign ups.	Usual full service, providing guidelines allow.
Lettings	Full service, but with increased use of remote/digital sign ups.	Full service, but with increased use of remote/digital sign ups.	Usual full service, providing guidelines allow.
Community Investment	Full service, with Covid precautions in place. Inspiring Futures and Coastline Construct will be phased in, depending on restrictions and availability of partners. Note: Inspiring Futures not likely to resume before autumn. No community based activities until restrictions lifted.	Full service, with Covid precautions in place. Inspiring Futures and Coastline Construct will be phased in, depending on restrictions and availability of partners. Note: Inspiring Futures not likely to resume before autumn. No community based activities until restrictions lifted.	Usual full service, providing guidelines allow.
Shared ownership sales	Full service, but with increased use of remote/digital processes.	Full service, but with increased use of remote/digital processes.	Full service, but with increased use of remote/digital processes.
Miners Court Extra Care	Visits are possible by people in a resident's support bubble indoors. Social distancing must be observed and all visitors should first report to reception on arrival. PPE is available to all staff and visitors. The dining room is closed but meals from the kitchen may be delivered to residents. The day centre service is not running. Groups of six or two households can meet outdoors.	Visits are possible by people in a resident's home up to a group of six, or two households. Social distancing must be observed and all visitors should first report to reception on arrival. PPE is available to all staff and visitors. The dining room reopens for groups of six or two households. Groups of six or two households can meet indoors.	Visits are possible by people in a resident's home. Social distancing must be observed and all visitors should first report to reception on arrival. PPE is available to all staff and visitors. The dining room is open as normal. The day centre service reopens.
Homeless Service	Full service for clients with appointments, but no other visitors. Kitchen remains open for resident clients by appointment. Covid precautions in place.	Full service for clients with appointments, but no other visitors. Groups of six activities available. Kitchen remains open for resident clients by appointment, maximum three at a time. Covid precautions in place. Severe Weather Emergency Protocol beds available.	Full service for clients including group activities. Kitchen fully open. Covid precautions in place. Severe Weather Emergency Protocol beds available.
Coastline House	Reception at Coastline House closed to visitors. Customer service to continue mainly through My Coastline app, email and phone. Covid-secure environment maintained including one way system.	Reception at Coastline House closed to visitors. Customer service to continue mainly through My Coastline app, email and phone.	Usual full service, providing guidelines allow.