

T: 0161 786 6000  
E: [info@bestha.co.uk](mailto:info@bestha.co.uk)  
W: [www.bestha.co.uk](http://www.bestha.co.uk)



12<sup>th</sup> November 2020

Dear Tenant and Support Providers

**Re: Coronavirus (COVID-19) Service update**

Following the government's recent announcement and current lockdown measures, most of our staff have returned to home working. Your safety, security, and wellbeing are our key priority, and we are doing our best to deliver our services as usual. However, our phone lines are again operating at minimum capacity, **only option 1 for repairs and maintenance is in use**. If you need to contact us, you can do so through your housing officer or our website at [www.bestha.co.uk](http://www.bestha.co.uk). Alternatively, you can send us an email, please see the email addresses for each team below.

**General enquiries**

Email: [info@bestha.co.uk](mailto:info@bestha.co.uk)

**Housing**

Email: [housingteam@bestha.co.uk](mailto:housingteam@bestha.co.uk)

**Repairs and maintenance**

Email: [maintenance@bestha.co.uk](mailto:maintenance@bestha.co.uk)

**Finance**

Email: [accounts@bestha.co.uk](mailto:accounts@bestha.co.uk)

**Rents and Benefits**

Email: [revenueandbenefits@bestha.co.uk](mailto:revenueandbenefits@bestha.co.uk)

Although we are doing our best, some services might be disrupted. Repairs and maintenance will still be carrying out routine repairs at this time, however response times might take a little longer. Please be assured that our maintenance staff and contractors are following government guidelines to protect you and themselves in preventing the spread of the virus.

You can help us keep you safe by allowing maintenance staff to sanitise as they arrive and before they leave your home. We will phone ahead of any visit to make sure you still want us to visit and that you are well. If you are not well or have been asked to self-isolate as a precaution, but still need repairs to be carried out, we will discuss this with you or your support provider to ensure we can do this as safely as possible, whilst minimising any risk or disruption to you.

**Registered Office:** 2A Sentinel House, Albert Street, Eccles, M30 0NJ

**Bespoke Supportive Tenancies Ltd** is a charity registered in England, registration number: 1143046. A registered provider of social housing, registration number: 4718. A Not-for-Profit organisation, limited by guarantee, registration number: 07375502.

BeST's housing team are only doing essential visits and meetings and are using phone and video conferencing to communicate with tenants, colleagues, and partners. All our housing management staff are equipped to work from home – so if you need to get in touch with the housing team via phone (mobile) or email you can expect our usual service.

We are hoping to return to the office on Monday 4<sup>th</sup> January 2021. We want to reassure you that we are continually monitoring the governments advice and are working closely with our partners and support providers. We ask that you do the same and you must always follow the government guidelines to keep you and others safe during these times.

Stay safe, take care, and look out for each other.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'SH', with a long horizontal line extending to the right.

**Shelley Hobbs**  
**Managing Director**

**Bespoke Supportive Tenancies Ltd**

**Registered Office:** 2A Sentinel House, Albert Street, Eccles, M30 0NJ

**Bespoke Supportive Tenancies Ltd** is a charity registered in England, registration number: 1143046. A registered provider of social housing, registration number: 4718. A Not-for-Profit organisation, limited by guarantee, registration number: 07375502.