

**Due to the current government guidance during the Covid-19 Coronavirus outbreak, we have made a number of changes within this building:**

**Communal areas** will all be closed until further notice to avoid groups gathering. This includes toilets (other than those for essential visitors' handwashing) and the assisted bathroom. Tenants should use their own toilet facilities in their flats. If you have a key to a communal area, please act responsibly and do not use it.

Any garden areas are still available for you to use, but you must follow government guidelines around social distancing and stay at least two metres away from other people.

**Laundry facilities** will remain open for the time being, however the number of people using them at any one time should be limited to a maximum of two to allow you to maintain the recommended safe distance from each other. It is also your responsibility to ensure surfaces are clean after use.

Because of the closure of cash desks, we're removing the laundry charge for the foreseeable future. If you need any tokens, please contact our building support team via the intercom in your home. They will post tokens through your door or your postbox.

**Scooter room** access will remain open for the time being, although the collection of tokens will be different. Following the closure of the cash desks, we're removing the charge for the foreseeable future and our building support team will continue to top-up the scooter room charge points so you can continue to use the service.

**Bins** – you must ensure that you double-tie all rubbish bags. If you don't, we can't remove the rubbish.

**Lifts** – where possible customers should consider using the stairs. However, if you do use the lifts, please have only one person in at a time, or use them with people from your own household. This will help you and others to maintain the recommended safe distance of two metres from other people. Also, please wash your hands before and after using the lifts.

**Switch2 Heating** – some customers with a G4 meter will no longer be able to top-up their heating via the local cash office points. When your credit reaches £5 or below, please call our Contact Team on 0300 111 1000 who will take a debit or credit card payment and tell you about the collection point for you to leave your card to be topped up.

This interim top-up service will take place each Thursday.

**Support** - if you need help or support with shopping, prescriptions or coping with loneliness from self-isolation, contact Catalyst on: email: [covidcommunitysupport@catalyststockton.org](mailto:covidcommunitysupport@catalyststockton.org) tel: 01642 524500, or visit [www.stockton.gov.uk/stockton-council/covid-19-community-support](http://www.stockton.gov.uk/stockton-council/covid-19-community-support)

**Information** - for the latest information from Thirteen about the COVID-19 outbreak, see [www.thirteengroup.co.uk/COVID19](http://www.thirteengroup.co.uk/COVID19)

