

# INTRODUCTION.....

The period covered by this report has seen changes in the way not only Housing, but the Council as a whole, has needed to work with residents, due to the on-going restrictions brought about by Covid-19.

Some services were affected more than others, but employees have continued to provide essential services, such as emergency repairs and office based employees were set up to be able to continue their vital work from home.



Most contact with customers was telephone based, as employees were unable to carry out home visits. They continued to provide essential advice and support to customers, especially where their personal circumstances may have been directly affected by Covid-19.

We are pleased to now be returning to some sense of normality as restrictions are lifted, with communal facilities in Independent Living Schemes now reopen and social activities being delivered once more.

Once again we would like to thank you for your patience during this difficult time. Also thank you to all employees in the Housing Department who have continued to deliver high quality services for our customers.

