

Roadmap for our services

These plans may change in line with government guidance

APR

12

Reception services

- Eversholt St reception area reopens- covid-secure set up
- Watermill Lane Office remains closed
- Ponders End and other Care and Support offices remain open

Repairs, compliance and health and safety work

- Home visits to continue for repairs and fire safety work
- Estate inspections carried out in person where possible
- All compliance and health and safety work continues as it did before covid, with digital options used where possible

Estate and housing services

- Cleaning and caretaking services continue as usual
- Neighbourhood manager audits and visits - mainly virtual

Lettings and sales

- Digital viewings continue, tenancies and purchase agreements are signed online, keys handed over in-person

Community

- Our community halls remain closed

MAY

17

Services remain the same with these changes:

- We aim to do more visits to your homes where possible.
- Community halls can re-open with limited usage- social distancing and covid-secure measures in place.




origin HOUSING
Established 1924

JUN

21

Services remain the same with these changes:

Reception services

- Assisted self-serve available in Eversholt St reception
- Review of Watermill Lane completed

Repairs, compliance and health and safety work

- Inspections and visits: majority will take place in person but some will be done through video calls

Moving out

- Blend of digital sign-off and in person sign off with increasing in person sign offs

Community

- Neighbourhood explorers and estate walkabouts to re-start
- Joint estate inspections with residents re-start
- Community halls reopen in full