



19 March 2020

Important update on coronavirus and our services

Dear resident

The health and wellbeing of you, your family and our colleagues is our top priority.

We are committed to doing everything we can to provide you with vital services while following government advice on Coronavirus (Covid-19).

You may have already seen some changes we've put in place. These include:

- A restriction on face-to-face meetings unless by appointment
- Carrying out emergency repairs only. This is to limit the risk of infection. You can read more on our website at www.chg.org.uk/coronavirus-covid-19/
- Pausing community projects and activities
- The team we have carrying out repairs for, or on behalf of Catalyst, will wear protective clothing when there is a higher risk of infection
- Our teams will also follow advice on social distancing and hygiene

We are also:

- Increasing welfare calls
- Helping customers to claim benefits
- Offering support and advice over the phone and email
- Increasing cleaning in some areas
- Continually reviewing all aspects of our service to support and protect you and our employees

This is an ever changing climate so we'll be sending you regular updates on any changes that may affect you.

In the meantime, if you have any concerns or questions, or you would like to find out more about our advice services, you can visit our regularly updated website www.chg.org.uk/coronavirus-covid-19-update/

For the time being, our contact centre remains open 8am-5pm, Monday to Friday.

If your home is in London, please call 0300 456 2099 or you can email us on contactcatalyst@chg.org.uk and if your home is in the Home Counties please call 0300 500 6262 or email info@chg.org.uk

We wish you good health in these challenging times.

We are committed to support you in any way we can.

Kind Regards,
Sarah Thomas
Chief Operating Officer

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