

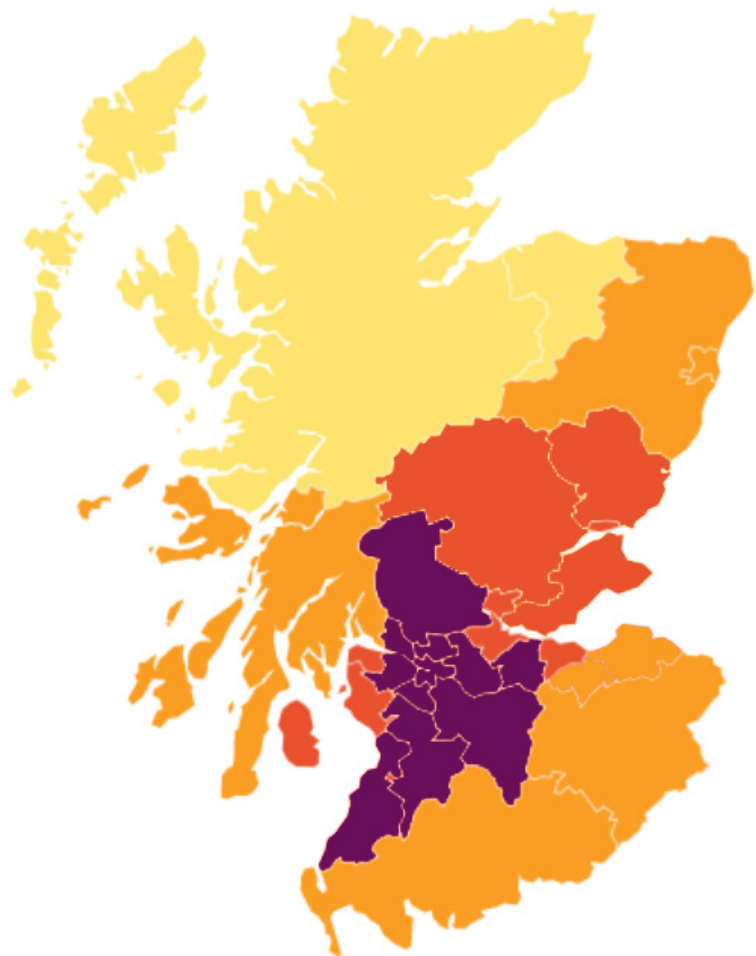
Your Services - ENHANCED



What your local protection level means for your services

What level is my local authority at?

| | | | | |
|-------------------------|-------------------|---------------------|---------------------|----------------|
| Level 1 - Yellow | Highland | Moray | | |
| Level 2 - Orange | Aberdeen City | Aberdeenshire | Dumfries & Galloway | |
| | Scottish Borders | | | |
| Level 3 - Red | Clackmannanshire | Edinburgh | Falkirk | |
| | Fife | North Ayrshire | Perth & Kinross | |
| Level 4 - Purple | East Ayrshire | East Dunbartonshire | East Renfrewshire | |
| | Glasgow | North Lanarkshire | Renfrewshire | South Ayrshire |
| | South Lanarkshire | Stirling | West Lothian | |



What does each level mean for my service?

| Level | Manager | Cleaning | Repairs & Maintenance and Planned/Void works | Communal areas | Voids |
|-------|--|----------------------------|---|-------------------------------|----------------------------------|
| 0* | Full contracted hours | Full contracted hours | Allowed | Lounges and guestrooms closed | Will be allocated |
| 1 & 2 | Phased return to full time | Phased return to full time | Allowed except if 2 or more confirmed cases* | Lounges and guestrooms closed | Will be allocated |
| 3 | Two days and daily service calls | Enhanced cleaning regime | Allowed except if 2 or more confirmed cases (14 day stop) | Lounges and guestrooms closed | Will be allocated |
| 4 | One day per week and daily service calls | Enhanced cleaning regime | No internal planned/cyclical works. Emergency/Urgent repairs only** | Lounges and guestrooms closed | None - emergency re-housing only |

*No local authority areas are currently in level 0

*This will trigger an internal assessment by the Enhanced Housing Manager and the Health & Safety Manager of what work can continue.

**Enhanced Housing Manager and Director of AM will consider any critical pieces of planned or cyclical work that must be completed or made safe.