

16 August 2021

Dear Tenant,

I hope you and your family are well.

As COVID-19 restrictions continue to ease we are preparing for staff to return to working part-time out of Beardmore House from Monday, 23 August 2021, and for Beardmore House to be open to the public by appointment only from Monday, 6 September 2021.

Current Government guidance still advises home working where possible but recognises that a return to the office for some staff and employers will be beneficial and should be gradual. From the 23 August 2021, staff who work out of Beardmore House will work part of the week from home and the other part in the office. Staff will be working in bubbles to minimise any potential disruption to service delivery should staff catch COVID-19 or other viruses over the Winter months. We will keep our blended approach to work under review and adapt it where necessary, especially if it is impacting on service delivery or, if further Government guidance is issued in relation to office-based workers. Any further general updates and information relating to our service delivery will be made available on our website at [www.dpha.org](http://www.dpha.org).

We will be open to the public from Monday, 6 September 2021 by appointment only. There will however be restrictions in place which our tenants and other customers will be asked to adhere to as part of our Health & Safety measures, and these are:

- **Appointment only:** If you want to visit Beardmore House to meet with or speak to a member of staff you will have to make an appointment. Unfortunately, you will not be able to access Beardmore House unless you have an appointment. The best way to make an appointment is to phone the office or email.
- **Intercom system:** When you visit the office for your appointment, you will have to use the intercom system to gain access to the building. You will be asked to wait outside the office until your appointment time and then you will be allowed access into the building.
- **General restrictions:** To ensure the safety of yourself and others within Beardmore House, you will also have to:
  - Comply with our social distancing guidelines - only one household (a maximum of 3 people including children) will be allowed in our reception area at any one time due to the size the reception area.
  - Wear a mask whilst in the office unless you are medically exempt.
  - Provide your contact details for NHS Track and Trace purposes.
  - Use hand sanitiser on entering the office.

Please remember that you can continue to telephone, video call or email staff for any advice and information that you need. Staff can also visit you within your home on request and where it is safe to do so in terms of COVID-19.

We will trial the above changes to our working practices over the next 4 months and consult further with our staff, tenants and customers before a decision is made about any permanent changes to working practices, office opening times and public access to the office. In terms of tenant consultation, we would like to re-establish our Tenants' Panel so that we can consult directly with Panel members on the issues contained in this letter and about our services in general. If you would like to find out more about becoming a member of the Tenants' Panel or would like to join, please email me direct at [annemarie.brown@dpha.org.uk](mailto:annemarie.brown@dpha.org.uk). I should say that Panel meetings can either be in-person, through Zoom, or a combination of both.

When we closed the office at the start of the pandemic in March 2020, I do not think any of us predicted that it would be 17 months before it was safe enough for us to re-open the office, or that when we re-opened access to our office would be by appointment only. As we continue to move on with our lives it is important that we do our best to keep each other as safe as possible, so we must keep following the rules and Government guidance as best we can.

Finally, I would like to personally thank you for the continued support that you have shown to DPHA and to our staff during the pandemic. The support from all our tenants has made such a difference to everyone and given staff a much-needed boost over the last year and a half.

Yours sincerely,



Anne Marie Brown  
**Chief Executive**

Scottish Charity No. SC033471  
Co-operative and Community Benefit  
Societies Act 2014 Reg No. 1917 R(S)  
Scottish Housing Regulator No. HAL 98  
Scottish Property Factor No. PF000397



Promoting Equal Opportunities