

This route map applies to the Cairn Housing Group (made up of Ancho, Cairn Housing Association and Cairn Living). It is correct as of 18 November 2020 and will be updated in line with guidance. We anticipate these restrictions on our services would continue until the Scottish Government lifts restrictions or guidance changes. All relevant safety measures as approved by the Health & Safety Manager. Please check regularly for updates.

| Customers: All areas | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|---------------------------------|--|---|---|---|--|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Home visits | <ul style="list-style-type: none"> Keep digital appointments Full service, with safety measures in place | <ul style="list-style-type: none"> Telephone / digital appointments by default Essential home visits with tenant consent and safety measures in place | <ul style="list-style-type: none"> Telephone / digital appointments by default Essential home visits with tenant consent and safety measures in place | <ul style="list-style-type: none"> Telephone / digital appointments only | <ul style="list-style-type: none"> Telephone / digital appointments only |
| Estate inspections | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Service suspended H&S actions undertaken as required |
| Property inspections | <ul style="list-style-type: none"> Full service with tenant consent and safety measures | <ul style="list-style-type: none"> Full service with tenant consent and safety measures | <ul style="list-style-type: none"> Full service with tenant consent and safety measures Internal inspection by telephone / digital where possible | <ul style="list-style-type: none"> Full service with tenant consent and safety measures Internal inspection by telephone / digital where possible | <ul style="list-style-type: none"> Essential inspections with safety measures Post inspections by telephone / digital |
| Emergency and urgent repairs | <ul style="list-style-type: none"> Full service with safety measures | <ul style="list-style-type: none"> Full service with safety measures | <ul style="list-style-type: none"> Full service with safety measures | <ul style="list-style-type: none"> Full service with safety measures | <ul style="list-style-type: none"> Full service with safety measures |
| Routine repairs | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> External (i.e. outdoor) routine repairs only Routine repairs escalated to emergency repairs if required |
| Void repairs | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place |

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|--|---|--|--|---|--|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Statutory cyclical maintenance (servicing and safety checks for gas, fire, water, and lifts) | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> All safety checks continuing with tenant consent and safety measures in place |
| Non-statutory cyclical maintenance (ground maintenance, external window cleaning, gutter cleaning, painting) | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place |
| Planned maintenance outside homes | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place |
| Planned maintenance inside homes | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place Digital pre-start meetings where possible | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place Digital pre-start meetings where possible | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place Digital pre-start meetings where possible | <ul style="list-style-type: none"> Essential work only, with safety measures in place |
| Building new homes | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Site works permitted with safety measures in place Site meetings permitted with safety measures in place | <ul style="list-style-type: none"> Site works permitted with safety measures in place Digital-only site meetings |
| Stage 3 adaptations | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Full service with tenant consent and safety measures in place | <ul style="list-style-type: none"> Essential Stage 3 adaptations only |

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| Customers: All areas | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|---|---|---|--|--|---|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Care & Repair and Handyperson (Highland only) | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with customer consent and safety measures in place Annual testing to be reviewed | <ul style="list-style-type: none"> Full service with customer consent and safety measures in place Annual testing to be reviewed | <ul style="list-style-type: none"> Full service with customer consent and safety measures in place Annual testing to be reviewed | <ul style="list-style-type: none"> Essential works that aid NHS and prevent hospital admissions, slips, trips and falls. |
| Letting new homes | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Lettings with safety measures in place Make use of digital interaction | <ul style="list-style-type: none"> Restricted service, lettings only for urgent need (identified by local authorities) |
| Mutual exchanges | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Mutual exchanges where supported by Local Authority and RSL partners with tenant consent and safety measures in place | <ul style="list-style-type: none"> Service suspended | <ul style="list-style-type: none"> Service suspended | <ul style="list-style-type: none"> Service suspended |
| Managing rent arrears & antisocial behaviour | <ul style="list-style-type: none"> Keep using digital services Face to face service with safety measures in place | <ul style="list-style-type: none"> Case management through phone calls, letters, and digital contact by default Essential home visits with safety measures in place where engagement has failed | <ul style="list-style-type: none"> Case management through phone calls, letters, and digital contact by default | <ul style="list-style-type: none"> Case management through phone calls, letters, and digital contact only | <ul style="list-style-type: none"> Case management through phone calls, letters, and digital contact only |

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| Customers: All areas | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|-------------------------------------|---|--|--|--|--|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Contact centre | <ul style="list-style-type: none"> Keep using digital services Full service | <ul style="list-style-type: none"> Revised contact centre opening hours for calls Expanded use of digital channels | <ul style="list-style-type: none"> Revised contact centre opening hours for calls Expanded use of digital channels | <ul style="list-style-type: none"> Revised contact centre opening hours for calls Expanded use of digital channels | <ul style="list-style-type: none"> Revised contact centre opening hours for calls Expanded use of digital channels |
| Tenant participation and engagement | <ul style="list-style-type: none"> Keep using digital services Resume regular tenant group meetings | <ul style="list-style-type: none"> Continue digital only | <ul style="list-style-type: none"> Continue digital only | <ul style="list-style-type: none"> Continue digital only | <ul style="list-style-type: none"> Meetings and activities suspended Communications by digital and print media |
| Community Fund | <ul style="list-style-type: none"> Return to normal criteria | <ul style="list-style-type: none"> Yes, with expanded criteria | <ul style="list-style-type: none"> Yes, with expanded criteria | <ul style="list-style-type: none"> Yes, with expanded criteria | <ul style="list-style-type: none"> Yes, with expanded criteria |
| Customer Attendance at Offices | <ul style="list-style-type: none"> Essential visits only, with safety measures in place | <ul style="list-style-type: none"> Essential visits only, with safety measures in place, including essential tenant meetings where risk to tenancy sustenance | <ul style="list-style-type: none"> All offices closed | <ul style="list-style-type: none"> All offices closed | <ul style="list-style-type: none"> All offices closed |

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| Customers: Courts | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|------------------------------|--|---|--|--|---|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Court staff | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> Full service with safety measures in place | <ul style="list-style-type: none"> All staff at the courts with safety measures in place | <ul style="list-style-type: none"> All staff at the courts with safety measures in place | <ul style="list-style-type: none"> Court Coordinator working from home with weekly visit for essential tasks, handyman in common areas only, cleaning continuing |
| Meetings with court manager | <ul style="list-style-type: none"> Face to face meetings with safety measures in place | <ul style="list-style-type: none"> Face to face meetings with safety measures in place (phone meetings preferred; no meetings should be held in Court Offices) | <ul style="list-style-type: none"> Meetings by phone preferred but can do face to face with safety measures in place | <ul style="list-style-type: none"> Meetings by phone | <ul style="list-style-type: none"> Meetings by phone |
| Cleaning | <ul style="list-style-type: none"> Cleaning frequently touched surfaces three times a week with forward lasting product. Routine cleaning continues. | <ul style="list-style-type: none"> Cleaning frequently touched surfaces three times a week with forward lasting product. Routine cleaning continues. | <ul style="list-style-type: none"> Cleaning frequently touched surfaces three times a week with forward lasting product. Routine cleaning continues. | <ul style="list-style-type: none"> Cleaning frequently touched surfaces three times a week with forward lasting product. Routine cleaning continues. | <ul style="list-style-type: none"> Cleaning frequently touched surfaces three times a week with forward lasting product. Routine cleaning continues. |
| Handyperson | <ul style="list-style-type: none"> Work in common areas and flats with safety measures in place | <ul style="list-style-type: none"> Work in common areas and flats with safety measures in place | <ul style="list-style-type: none"> Work in common areas and flats with safety measures in place | <ul style="list-style-type: none"> Work in common areas and flats with safety measures in place | <ul style="list-style-type: none"> Work in common areas only. |
| Work outside of courts | <ul style="list-style-type: none"> Window cleaning and gardening with safety measures in place | <ul style="list-style-type: none"> Window cleaning and gardening with safety measures in place | <ul style="list-style-type: none"> Window cleaning and gardening with safety measures in place | <ul style="list-style-type: none"> Window cleaning and gardening with safety measures in place | <ul style="list-style-type: none"> Emergency and essential work only |

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| Customers: Courts | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|-----------------------------------|--|---|---|---|---|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Use of garden | <ul style="list-style-type: none"> Use of garden in accordance with Scottish Govt Guidance | <ul style="list-style-type: none"> Use of garden in accordance with Scottish Govt Guidance | <ul style="list-style-type: none"> Use of garden in accordance with Scottish Govt Guidance | <ul style="list-style-type: none"> Use of garden in accordance with Scottish Govt Guidance | <ul style="list-style-type: none"> For exercise only |
| Seeing family and friends outside | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance |
| Seeing family and friends inside | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance | <ul style="list-style-type: none"> As per Scottish Government guidance |
| Use of communal lounge | <ul style="list-style-type: none"> Closed, kept under review with reference to Scottish Govt Guidance | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed |
| Use of communal kitchen | <ul style="list-style-type: none"> To be confirmed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed |
| Corridor seating areas | <ul style="list-style-type: none"> Unrestricted seating with safety measures in place | <ul style="list-style-type: none"> Restricted seating for essential purposes with safety measures in place | <ul style="list-style-type: none"> Restricted seating for essential purposes with safety measures in place | <ul style="list-style-type: none"> Restricted seating for essential purposes with safety measures in place | <ul style="list-style-type: none"> Restricted seating for essential purposes with safety measures in place |
| Use of laundry | <ul style="list-style-type: none"> Unlimited people, with safety measures in place | <ul style="list-style-type: none"> Maximum of two people, with safety measures in place | <ul style="list-style-type: none"> Maximum of two people, with safety measures in place | <ul style="list-style-type: none"> Maximum of one person, with safety measures in place | <ul style="list-style-type: none"> Maximum of one person, with safety measures in place |
| Guest room | <ul style="list-style-type: none"> To be confirmed per location | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed | <ul style="list-style-type: none"> Closed |

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| Customers: Courts | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|---------------------------------|---|---|---|---|--|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Hairdressing (where applicable) | <ul style="list-style-type: none"> • Hairdressing salons to remain open subject to safety controls • Hairdressers working in individual flats are able to operate | <ul style="list-style-type: none"> • Hairdressing salons to remain open subject to safety controls • Hairdressers working in individual flats are able to operate | <ul style="list-style-type: none"> • Hairdressing salons to remain open subject to safety controls • Hairdressers working in individual flats are able to operate | <ul style="list-style-type: none"> • Hairdressing salons to remain open subject to safety controls • Hairdressers working in individual flats are able to operate | <ul style="list-style-type: none"> • Hairdressing salons to close. • No hairdressers allowed in individual flats |

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| Staff: Finance & Business Services | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|---|---|---|---|---|--|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| IT | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) |
| Finance | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) | <ul style="list-style-type: none"> Full service (off site) |
| People management | <ul style="list-style-type: none"> Full service Redefined training and development plan | <ul style="list-style-type: none"> Review performance management | <ul style="list-style-type: none"> Digital recruitment | <ul style="list-style-type: none"> Digital recruitment | <ul style="list-style-type: none"> HR support (off site) Digital recruitment |

| Staff: Offices | Level 0 Restrictions | Level 1 Restrictions | Level 2 Restrictions | Level 3 Restrictions | Level 4 Restrictions |
|--|--|--|--|--|--|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Staff in offices | <ul style="list-style-type: none"> Accommodate staff with a requirement to return for welfare or essential service delivery needs | <ul style="list-style-type: none"> Accommodate staff with a requirement to return for welfare or essential service delivery needs | <ul style="list-style-type: none"> Essential tasks only | <ul style="list-style-type: none"> Essential tasks only | <ul style="list-style-type: none"> Essential tasks only |
| Visitors to offices, including Board Members, contractors, suppliers, etc. | <ul style="list-style-type: none"> Essential visits only, with safety measures in place | <ul style="list-style-type: none"> Essential visits only with safety measures in place | <ul style="list-style-type: none"> No | <ul style="list-style-type: none"> No | <ul style="list-style-type: none"> No |

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|----------------------------------|---|---|---|---|---|
| | | As per Level 0 with the following additions | As per Level 1 with following additions: | As per Level 2 with following additions: | Lockdown restrictions |
| Travelling for business purposes | <ul style="list-style-type: none"> • Work travel permitted in areas within the same level. • No non-essential travel to/from level 3 or higher areas in Scotland • Avoid car sharing | <ul style="list-style-type: none"> • Work travel permitted in areas within the same level. • No non-essential travel to/from level 3 or higher areas in Scotland • Avoid car sharing | <ul style="list-style-type: none"> • Work travel permitted in areas within the same level. • No non-essential travel to/from level 3 or higher areas in Scotland • Avoid car sharing | <ul style="list-style-type: none"> • Work travel permitted in areas within the same level. • No non-essential travel into or out of the level 3 area. • Avoid car sharing • Avoid use of public transport for non-essential work purposes | <ul style="list-style-type: none"> • Work travel permitted in areas within the same level. • No non-essential travel in to or out of the level 4 area • Avoid car sharing • Avoid use of public transport for non-essential work purposes |

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| Local Authority | Stock Cairn | Stock Ancho | Level 4 | Level 3 | Level 2 | Level 1 | Level 0 |
|-------------------------------|-------------|-------------|---------|---------|---------|---------|---------|
| Aberdeenshire Council | 37 | | | | | | |
| Angus Council | 97 | | | | | | |
| Argyll and Bute Council | 24 | | | | | | |
| Clackmannanshire Council | 5 | | | | | | |
| Dumfries and Galloway Council | 29 | | | | | | |
| Dundee City Council | 40 | | | | | | |
| East Ayrshire Council | | 3 | | | | | |
| East Dunbartonshire Council | 16 | 1 | | | | | |
| East Renfrewshire Council | | 1 | | | | | |
| Edinburgh City Council * | 139 | | | | | | |
| Falkirk Council | 54 | | | | | | |
| Fife Council | 174 | | | | | | |
| Glasgow City Council | 49 | 2 | | | | | |
| Highland Council * | 1405 | | | | | | |
| Moray Council | 9 | | | | | | |
| North Ayrshire Council * | | 611 | | | | | |
| North Lanarkshire Council * | 317 | 1 | | | | | |
| Perth and Kinross Council | 123 | | | | | | |
| Renfrewshire Council | 38 | 1 | | | | | |
| Scottish Borders Council | 110 | | | | | | |
| South Ayrshire Council | | 6 | | | | | |
| South Lanarkshire Council | 266 | | | | | | |
| Stirling Council | 45 | | | | | | |
| West Dunbartonshire Council | 16 | | | | | | |
| West Lothian Council | 60 | | | | | | |

*Cairn or Ancho office