

Services	Lockdown	Phase 1	Phase 2	Phase 3	Phase 4
	Lockdown restrictions	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:	As per previous phase with following additions:
Start date	16 March 2020	1 June 2020	Phased introduction from 22 June 2020	Not known yet	Not known yet
Home visits	<ul style="list-style-type: none"> Telephone / digital appointments only 	<ul style="list-style-type: none"> Telephone / digital appointments only 	<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 Restart home visits with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Keep digital appointments Full service, with safety measures in place
Estate inspections	<ul style="list-style-type: none"> Essential site visits Responding to notified issues 	<ul style="list-style-type: none"> External inspections only, with safety measures in place 	<ul style="list-style-type: none"> External inspections only, with safety measures in place 	<ul style="list-style-type: none"> Full service running with safety measures in place 	<ul style="list-style-type: none"> Full service with safety measures in place
Property inspections	<ul style="list-style-type: none"> Essential inspections with safety measures Post inspections by telephone / digital 	<ul style="list-style-type: none"> Void inspections with safety measures Void exit telephone / digital interviews 	<ul style="list-style-type: none"> Internal inspection by telephone / digital where possible 	<ul style="list-style-type: none"> Start internal inspections with tenant consent and safety measures 	<ul style="list-style-type: none"> Full services with tenant consent and safety measures
Emergency 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
Non-emergency repairs	<ul style="list-style-type: none"> Service stopped Urgent repairs escalated to emergency where necessary Repairs to empty homes where needed for emergency housing only 	<ul style="list-style-type: none"> Start repairs to empty homes with safety measures in place 	From mid-July: <ul style="list-style-type: none"> Start repairs outside homes with safety measures in place Start to carry out limited communal and internal repairs with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Start all internal repairs with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service running with tenant consent and safety measures in place
Statutory cyclical maintenance (servicing and safety checks for gas, fire, water, and lifts)	<ul style="list-style-type: none"> Gas safety checks continuing with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service running with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service running with tenant consent and safety measures in place

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Non-statutory cyclical maintenance (ground maintenance, window cleaning, gutter cleaning, painting)	<ul style="list-style-type: none"> Reduced grounds maintenance service All non-essential services stopped 	<ul style="list-style-type: none"> Restart all ground maintenance with safety measures in place 	<ul style="list-style-type: none"> Restart window cleaning with safety measures in place 	<ul style="list-style-type: none"> Restart external painting work with safety measures in place 	<ul style="list-style-type: none"> Full service running with tenant consent and safety measures in place
Planned maintenance outside homes	<ul style="list-style-type: none"> Service stopped 	<ul style="list-style-type: none"> Service stopped 	<ul style="list-style-type: none"> Restart 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"> Service stopped 	<ul style="list-style-type: none"> Essential work only, with safety measures in place 	<ul style="list-style-type: none"> Essential works only, with safety measures in place Digital meetings held before work begins 	<ul style="list-style-type: none"> Works to communal areas, with safety measures in place Restart work inside homes with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Full service with tenant consent and safety measures in place
Building new homes	<ul style="list-style-type: none"> Service stopped 	<ul style="list-style-type: none"> Service stopped 	<ul style="list-style-type: none"> Start to site works with safety measures in place Site meetings held digitally 	<ul style="list-style-type: none"> Site meetings held with safety measures in place 	<ul style="list-style-type: none"> Full service with safety measures in place
Stage 3 adaptations	<ul style="list-style-type: none"> All Stage 3 adaptations on hold 	<ul style="list-style-type: none"> All Stage 3 adaptations on hold 	<ul style="list-style-type: none"> Restart external adaptations where possible, with safety measures in place Start internal works for priority cases with tenant consent and safety measures in place 	<ul style="list-style-type: none"> Reduced service with safety measures in place 	<ul style="list-style-type: none"> Full service with safety measures in place
Care & Repair (Highland only)	<ul style="list-style-type: none"> Emergency works only 	<ul style="list-style-type: none"> Emergency works only 	<ul style="list-style-type: none"> To be agreed with NHS Highland 	<ul style="list-style-type: none"> To be agreed with NHS Highland 	<ul style="list-style-type: none"> To be agreed with NHS Highland
Letting new homes	<ul style="list-style-type: none"> Restricted service, lettings only for urgent need (identified by local authorities) 	<ul style="list-style-type: none"> Resume lettings with safety measures in place Make use of digital interaction 	<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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Managing rent arrears	<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 	<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 by default 	<ul style="list-style-type: none"> Keep using digital services Face to face service with safety measures in place
Contact centre	<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 	<ul style="list-style-type: none"> Keep using digital services Full service
Tenant participation and engagement	<ul style="list-style-type: none"> Meetings and activities suspended Communications by digital and print media 	<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"> Keep using digital services Resume regular tenant group meetings
Community Fund	<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 	<ul style="list-style-type: none"> Return to normal criteria
Offices	<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 	<ul style="list-style-type: none"> Essential visits only, with safety measures in place 	<ul style="list-style-type: none"> Open to all visits, with safety measures in place