



Roadmap out of Lockdown



STAGE 1

Expected no earlier
than 8 March



Ongo offices remain closed to the public
and staff will continue to work from home



All appointments and meetings will be carried out online where possible
(social contact on a one-to-one basis is now permitted by the government, but we are still asked to work from home when we are able to)



We will carry out essential repairs and repairs you as our tenants deem essential
You'll continue to be the one to decide if the repair is needed



All communal lounges and rooms to remain closed

If you need to speak to us, we're still here.

You can get in touch via My Home at www.ongo.co.uk

Ongo Roadmap

Expected no earlier
than 29 March

Ongo offices remain closed to the public

and staff will continue to work from home



If you need to speak to us, we're still here.

You can get in touch via My Home at www.ongo.co.uk

All appointments and meetings will be carried out online where possible

(social contact with either two households or six people is now permitted by the government, but staff will continue to work from home)



Employment/support/training sessions for up to six people can be carried out face-to-face in some circumstances as agreed



Consider restarting limited outdoor contact with clients

e.g. walking groups



We will carry out essential repairs and repairs you as our tenants deem essential

You'll continue to be the one to decide if the repair is needed



All communal lounges and rooms to remain closed



STAGE 2

Expected no earlier
than 12 April

All appointments and meetings will be carried out online where possible

Home visits remain urgent only, with safe systems of work (SSOW) and personal protective equipment (PPE)



We will continue to ask tenants to consider if their repair is essential



We will consider takeaway / outdoor service at The Arc café



If you need to speak to us, we're still here.

You can get in touch via My Home at www.ongo.co.uk

Urgent one-to-one, face-to-face visits in the office can take place by appointment only and following SSOW

Enforcement action for access to tenants' homes for safety checks is still required but we will take account of shielding households

All communal lounges and rooms to remain closed

STAGE 3

Expected no earlier
than 17 May

We will consider opening all buildings to the public with safe systems of work (SSOW) in place

including reduced numbers and appointment or booking systems in place as needed for each building



Retirement scheme lounges may open with Covid guidance in place

but Ongo planned activities not starting yet

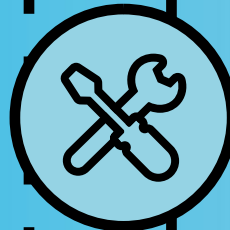


Indoor meetings of six or less can go ahead if needed

This will be voluntary and meetings will be encouraged to continue online



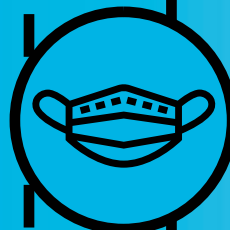
Viking Centre café and The Arc café to consider opening for indoor table service with SSOW in place



Normal repairs service resumes



Other communal rooms may open with Covid guidance in place



Visits to tenant homes may begin for non-urgent appointments with SSOW and personal protective equipment (PPE)

If you need to speak to us, we're still here.

You can get in touch via My Home at www.ongo.co.uk

STAGE 4

Expected no earlier
than 21 June

Retirement scheme lounges and other communal rooms likely to be open fully but may still require Covid guidance in place



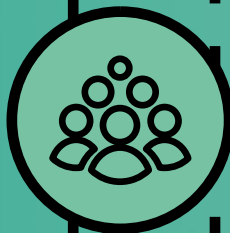
Office working will follow government guidance review

potential to allow staff to work in the office with limits on numbers or fully open with some flexibility for working from home



All meetings of more than six people to recommence with any relevant Covid guidance

this includes volunteers, tenants and customers



All Ongo buildings likely to open to the public without restrictions



Activities at retirement schemes may be able to start, subject to review



Normal visits to tenants' homes but distancing/ personal protective equipment (PPE) may still be advised

We're also
on WhatsApp!



If you need to speak to us, we're still here.

You can get in touch via My Home, our live web chat, on social media, email enquiries@ongo.co.uk or call us on 01724 279900

