



Roadmap out of Lockdown



STAGE 1

Expected no earlier
than 8 March

**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 offices remain
closed to the public**

and staff will continue to
work from home



**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 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)



**All communal lounges and
rooms to remain closed**

Ongo Roadmap

Expected no earlier
than 29 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 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

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 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

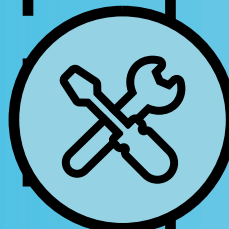
All communal lounges and rooms to remain closed

STAGE 3

Expected no earlier
than 17 May

We will open our building to the public on an appointment basis only with safe systems of work (SSOW) in place.

This will be reduced numbers and for essential appointments only



Normal repairs service resumes

Retirement scheme lounges to remain closed

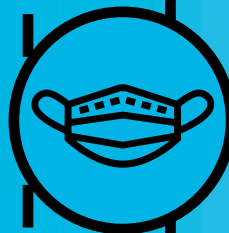
We have contacted everyone living at our retirement schemes to update them on this



All other communal rooms to remain closed
We will update with an opening date as soon as we are able to

Indoor meetings of six or less can go ahead if needed

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



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

The Arc café will be open for indoor table service with SSOW in place. The Viking Centre to continue with takeaway



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 19 July

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



All Ongo buildings likely to open to the public without restrictions

Office working will follow government guidance review

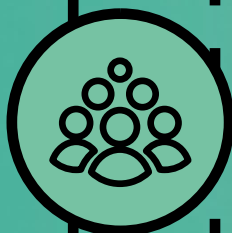
potential to allow staff to work in the office with limits on numbers or fully open with some flexibility for working from home



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

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

this includes volunteers, tenants and customers



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

