

Westside Housing COVID-19 notice

Customer notice

Update: 31 March 2022

Our office is open, maintenance is unchanged (but masked)

Westside is continuing to implement measures to keep our community safe and has adopted strategies to reduce the risk of COVID-19 infection for tenants, staff, and contractors, including:

- Only staff and contractors who are fully vaccinated can visit our properties or our office
- All tenants, staff and contractors will be required to wear masks while interacting with each other, and to socially distance
- At our office, we have adopted further measures to reduce the risk of COVID-19 including increased cleaning, hygiene measures and a maximum of two people in reception.

Visiting our office

To help us to keep everyone safe, we ask you to follow the guidelines below.

Wear a mask, answer the health questions asked. Please don't attend if you are feeling unwell with Covid-like symptoms or you have been asked to isolate by SA Health.

Where possible, please visit the office without family members or other persons. We have a temporary limit of 2 visitors at any one time.

If you need to drop something off, if you prefer you can leave it in our letterbox by the footpath at the front of the office. The letterbox is securely locked and cleared daily.

We encourage you to get tested if you display symptoms of COVID-19 or have been directed to by SA Health.

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In your home

We prefer only one occupant be present during inspections and home visits, all other occupants are asked to wait outside where possible. All tenants will be asked to wear surgical masks when interacting with Westside staff and contractors. Westside staff can supply you with masks if you need them.

If you are unable to wear a mask for medical or practical reasons, our staff and contractors will ask you to socially distance (i.e. move to a separate room or outside for the time of the visit).

Please wear a mask when our staff or a contractor visits your home, alternatively wait outside.

We will be reducing home visits by Westside staff, but maintenance services will continue as usual.

Before a home visit or maintenance, please let us know if you are:

- Feeling unwell. Please seek medical advice.
- A known contact with a person has a confirmed case of COVID-19 without a negative test or tested positive for COVID-19 in the last 14 days
- Been asked to isolate or told you are a close contact by SA Health.

Vaccinations

From February 2022, all Westside staff and contractors that attend your home will be fully vaccinated.

Visit <https://www.covid-19.sa.gov.au/response> for further updates from the state government.

If you require interpreter services visit <https://translate.sa.gov.au/contact>.

Stay safe.

Julie Blake
Chief Executive Officer

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Creating homes &
connecting people

Westside
HOUSING