

Westside Housing COVID-19 (Coronavirus)

Customer notice 3

Update: 30 March 2020, 3

Dear Customer

Our team at Westside hope you and your family are well and keeping safe in your home and your community.

As a responsible social housing landlord, Westside is taking steps to respond to the recent COVID-19 virus.

We are committed to giving you a high level of service, while also taking action to keep our community safe and minimising risk of exposure.

To do this we will deliver our service to you by phone and email rather than face to face. We ask that you do not come to the office as it is closed.



We have a locked letterbox out the front if you need to drop in urgent documents such as income details or lease documents. We will empty this until we are in full community lockdown.

If your income reduces

If your household income has reduced, or you are having trouble paying your rent, please let us know as soon as possible so we can discuss your circumstances with you. You can contact our office or your Tenancy Officer via phone or email as usual.

Sustaining your tenancy

Now more than ever, your home is vitally important to your health and safety. We urge you to keep paying your rent and water to ensure you sustain your tenancy.

We know how difficult it can be to get back on track if your rent falls into arrears and the rent you pay is crucial to Westside being able to provide a housing service.

Cancelled rent review

To help you to sustain your tenancy during these difficult times Westside will not carry out our scheduled six-monthly rent review due now.

Coronavirus payments

We want to make it clear that the extra payments made through Centrelink during the COVID-19 crisis are not assessable income.

These payments are provided to help you to meet additional costs during the crisis, and Westside will not take them into account in setting your rent. More information about the payments is available on the Services Australia website www.servicesaustralia.gov.au.

Service hours 9am to 4pm, Monday to Friday

Reception	Ph: 8155 6070
Housing Services North	Ph: 8155 6072
Housing Services West	Ph: 8155 6085
Housing Services South	Ph: 8155 6073

Email:

housingservices@westsidehousing.org.au
maintenance@westsidehousing.org.au
admin@westsidehousing.org.au

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Repairs and maintenance

You can report maintenance by phone on 8155 6070, or through our website at www.westsidehousing.org.au.

If you have been confirmed to have COVID-19 or are required to isolate yourself, we will delay any non-urgent maintenance until the risk has passed and will need to consider how we can address any urgent maintenance without placing contractors at risk.

Our tradies have safe work practices and training in place in relation to COVID-19, including asking the following risk management questions prior to attending a property:

1. Have you travelled internationally or interstate in the past 14 days? (If yes, please indicate where you travelled)
2. Have you been in contact with anyone who has returned from interstate/overseas in the last 14 days that is unwell?
3. Do you or anyone in your household have flu like symptoms (fever, cough)?
4. Have you or anyone in your household been asked to self-isolate?
5. Have you been advised, or do you have any reason to believe the any person that you came into contact with over the past 14 days has contracted the Coronavirus?

If a tenant or contractor answers **YES** to any of these questions, then the contractor will leave the premises and contact our office.

Self-report and follow health guidelines

If you or anyone in your household has suspected or confirmed COVID-19 or have been required to self-isolate, we ask that you follow health instructions and tell your Tenancy Officer as soon as possible.

Keep up to date with Government information

Download the free Government Coronavirus App by searching "Coronavirus Australia" in the Apple App Store or on Google Play.

Julie Blake
Chief Executive Officer

Westside Housing Company Ltd
478 Port Road
West Hindmarsh SA 5007

Protect yourself from viruses



Clean your hands with soap and water, or hand sanitiser.



Cover your nose and mouth when you cough or sneeze.



Avoid close contact with anyone with cold or flu-like symptoms.



Stay home if you are sick.

www.sahealth.sa.gov.au

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