

Westside Housing COVID-19 (Coronavirus)

Customer notice 4 – office reopening today

Update: 2nd June 2020, v4

The team at Westside are pleased to announce that our office is open!

As we return to the “new normal” we are looking forward to seeing you in our office again.

Our team are following government guidelines of social distancing, hygiene and staying home if sick and ask you to do the same when visiting us.

We have a temporary limit of 3 visitors in reception at any one time and to help us achieve this we ask that where possible you visit the office without family members or other persons.

We have implemented increased cleaning of high touch points in the office and we have hand sanitiser available at the front counter.

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.

Inspections by phone

Our tenancy inspections will continue by phone for a while yet and we encourage you to let us know if you have any safety issues such as your smoke detector not working, doors that don't lock or an issue with a power point or other electricity or gas concern.

Service hours 9am to 4pm, Monday to Friday

Phone numbers

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

Email addresses:

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

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Repairs and maintenance

Our contractors have adopted COVID-19 safe work practices.

To report maintenance by phone call 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, we ask that you let us know when placing a maintenance order and before a contractor enters your home. We also ask you to answer the following questions:

1. Are you unwell and experiencing any of the following symptoms?
 - Respiratory illness
 - Sore throat
 - Tiredness
 - Fever
 - Cough
 - Difficulty breathing
2. Have you or anyone in your household had any exposure to a known COVID-19 hotspot area?
3. Have you or anyone in your household returned from interstate or overseas in the last 14 days and have respiratory illness with or without fever?
4. Have you been advised, or do you have any reason to believe that you or any person that you came into contact with over the past 14 days has contracted the Coronavirus?
5. Have you or anyone in your household been asked to self-isolate?

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

Mental Health Support

It is normal to feel stress and worry when there is a health event happening in the community and if you need support there is a Virtual Support Network of services listed on the SA Health website.

Please reach out if you need help.

Open 8.00am to 8.00pm every day – 1800 632 753

Open 5.00pm to 11.30pm every day – 1800 022 020

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid+2019/community/mental+health+support+-+covid-19>

Julie Blake

Chief Executive Officer

Westside Housing Company Ltd
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**Creating homes &
connecting people**

Westside
HOUSING