

Westside Housing COVID-19 (Coronavirus)

Customer notice 5 – office open

Update: 9 July 2020, v5

Our office is open, and we are slowly re-starting in-home inspections

The SA Government has continued to further ease restrictions, including the number of people allowed in indoor spaces with 2sqm per person instead of 4sqm.

We are delighted that our office is back open 9am to 4pm Monday to Friday and we can now have 6 people in reception.

Our thoughts go out to people in Melbourne and around the world who still have many restrictions on them, and we hope that we continue to be able to enjoy the freedoms and stay COVID free in SA.

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

For everyone's safety we have implemented increased cleaning of high touch points in the office and we have hand sanitiser available at the front counter.

Do you live in a multi-dwelling site and are you worried about COVID spreading?

You may have read about the public housing tower blocks being locked down in Melbourne recently.

People living in those towers had worried about things like shared rubbish chutes and laundries that they thought might spread the virus.

If your site has some shared items with other residents and you are worried please call our office and let us know your concerns and we will come out and take a look.

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.

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In-home tenancy inspections to partially recommence 20 July

We are looking forward to getting out and about again and starting to visit homes.

Whilst we will keep doing many inspections by phone, we will start visiting homes in person from 20 July.

Broken smoke detectors or other dangerous items

If you have any concerns or 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 please let us know.

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
 - Loss of taste or smell
 - Fever or chills
 - Cough
 - Running nose
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.

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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HOUSING

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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

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