

Westside Housing COVID-19 (Coronavirus)

Notice

Update: 24 March 2020, 2

As the outbreak of the Coronavirus (COVID-19) continues to develop we are updating our practices in the interest of the health and safety of tenants, contractors and staff.

Westside Housing has implemented new measures today and these are effective immediately.

Office

Our office doors will be closed from today.



An intercom will be installed Tuesday 24 March 2020 to allow visitors to speak to staff without entering the office.

We have a locked letterbox out the front if you need to drop in urgent documents such as income details or lease documents.

Reporting COVID-19 or self-isolation

Please let us know if someone living in your home is asked to self-isolate or has been diagnosed with COVID-19.

Rent calculations

We have cancelled the rent review due to commence this week.

This will allow us to free up time to more quickly re-assess the income of people whose income has dropped suddenly.

Contact us immediately if your household income changes or you are facing problems making a payment.

Rent and water payments

We are calling on you to prioritise paying your rent and water payments.

We rely on rental income to pay for our service. Continuing to pay your rent and water can help us to work with people in significant financial hardship as a result of this public health emergency.

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Maintenance

Our tradies all have safe work practices 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.

Inspections

Face to face inspections have been cancelled but we will be conducting external inspections and asking people to send photographs of nominated areas when their inspection is due.

These images are to reflect the general cleanliness, the kitchen and bathroom areas and out the back of the home.

From Thursday, 19 March 2020, we have cancelled non-essential staff home visits and introduced social distancing at work. All team members are still working, with some working remotely and some being in the office.

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Chief Executive Officer

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