

NEWSLETTER

Q2-2020



Dear Tenant,

We had hoped that our newsletter for the second quarter of this year would have just been an update on our standard activities, but with the Coronavirus (COVID-19), we are providing you with information to ensure that you stay safe and hopefully to answer a lot of concerns or questions that you may have.

CORONAVIRUS (COVID-19)

As you are aware, due to the Coronavirus (COVID-19), Victoria has put some extreme measures in place to reduce the community's chances of infection and slow its spread. It is a very confusing time for all of us and we want to ensure that you keep safe and understand that you are not at risk of losing your tenancy.

We have attached an information sheet that we ask to you please read so that you understand the best things that you can do to stay safe and minimise any risk of infection to you.

More information about Coronavirus (COVID-19) is available on the DHHS website: <https://www.dhhs.vic.gov.au/coronavirus>

Below, we outline how you should continue to manage your tenancy and how we will continue to support you.

YOUR TENANCY

We want to confirm to you that there is no risk of you losing your tenancy over this coming period as a result of the Coronavirus. Whether your rent is paid to us directly through Centrepay or you pay it to us directly, it is very important that you do not stop the rent payments coming through to us.

CONTRACTORS

We recently sent you a letter in relation to contractors attending your home to undertake necessary repairs. We wish to reinforce to you that all of our contractors must confirm to us that they are well and healthy before attending your home.

If a contractor comes to your home, you may choose to leave your home for the time that they are there, or stay in another room. The contractors will use hand sanitiser before entering your home and not touch any surfaces that they do not need to.

PROPERTY INSPECTIONS

As you know, we recently completed the Property Asset Inspection at your property. We do not need to undertake any property inspections over this coming period.

ESSENTIAL SERVICES

Over this time, it is important that we keep all of the essential things working properly at your home. Therefore, we will be undertaking the following over the next few months as it is applicable to your home:

- Gutter cleaning - To ensure that the gutters stay free of debris to prevent any back up of rain water.
- Checking gas appliances - To maintain the safety and function of your gas appliances at home such as gas water heaters, space heaters and central heaters.
- Electrical safety check including smoke detectors - To keep you safe from any electrical faults and to ensure any smoke in your home is detected.

For those properties that have other servicing requirements, such as fire safety inspections or for an elevator, these will continue - nothing will change.

MAIL

We are now working from home so we are not in the office to receive any mail that you send. The mail will still be collected but there may be a little delay before we receive it. So, if you are sending something to us by mail, please let us know when you have sent it so we will know it is on its way.

RENT REVIEW

We mentioned in our last newsletter that we would be undertaking rent reviews. We are starting this process now. Please be assured that any changes in rent would only be as a result of a change in your Centrelink payments or salary.

During the rent review process, we will look at your current income and ensure that we are charging you the correct rental for your property.

RECEIVING SUPPORT OVER THIS TIME

We know this is a time that many of us need some additional support. Many of you will already have support that can help you over this time. For some of you, this may not be in place or you may require additional support.

We previously advised you that Neami has a Psychosocial Support Service providing Mental Health support to non NDIS participants. If necessary, we can help you contact this service. The service is available to people who:

- **Live or work in the Eastern and North Eastern Melbourne**
- **Experience severe mental health issues**
- **Are not supported by the NDIS**

Tel: 1300 168 911.

Please contact us if you would like more information on linking in with Neami or if you would like us to try and find other places where you may be able to get support.

EMERGENCY AFTER HOURS MAINTENANCE - Phone: 0439 577 487

This number is for URGENT REQUESTS ONLY outside of working hours.

What is an Urgent Request?

Repairs are considered to be urgent if they are one or more of the following:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by the landlord or agent for hot water, water, cooking, heating, or laundering
- A failure or breakdown of the gas, electricity, or water supply
- Any fault or damage in the premises, including fittings and fixtures, that makes the premises unsafe or insecure
- An appliance, fitting, or fixture which is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase in the rented premises
- Any issues with the smoke detector alarms

STAY IN CONTACT

Over this time, it is especially important that you keep in touch with us. If anything changes for you or if you have any queries, please make sure you contact us by email or phone: Housing@each.com.au or 0429 362 021

From the EHL team,



Amy Dempsey
Housing Coordinator



Lesley Tarves
Chief Operating Officer

Information on Coronavirus (COVID-19)

What is Coronavirus (COVID-19)?

Coronaviruses are a large family of viruses that may cause illness in animals or humans. Coronavirus (COVID-19) is a new virus that can cause an infection in people, including a severe respiratory illness.

Coronavirus COVID-19 spreads through close contact with an infected person; mostly face-to-face or within a household. Close contact means greater than 15 minutes face-to-face or the sharing of a closed space for more than two hours with a confirmed case.

What are the symptoms of Coronavirus (COVID-19)?

Many people who contract coronavirus (COVID-19) will suffer only mild symptoms. However early indications are that the elderly and people with pre-existing medical conditions are more at risk of experiencing severe symptoms. The most common symptoms reported include:

- Fever
- Breathing difficulties such as breathlessness
- Cough
- Sore throat
- Fatigue or tiredness

What are the risks?

Coronavirus (COVID-19) may cause severe illness in some people, and the elderly or those with pre-existing health conditions are at particular risk. However, it is important to remember that most people in good health will only experience mild symptoms.

What is the treatment?

As it is a virus the only treatment required is symptomatic relief, rest and fluids.

How can we help prevent the spread of Coronavirus (COVID-19)?

1. **Wash** hands often with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer.
2. **Try** not to touch your eyes, nose or mouth.
3. **Cover** your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
4. **Stay** at home if you feel sick. If you take medication make sure you have enough.
5. **Phone** your doctor on the hotline – 1800 675 398 if you need medical attention. They will tell you what to do.
6. **Continue** healthy habits: exercise, drink water, get plenty of sleep.
7. **Wearing** a face mask is not necessary if you are well.
8. **Buy** an alcohol-based hand sanitiser with over 60 per cent alcohol.