

# COVID-19 FACT SHEET



Centacare Evolve Housing is committed to continuing our operations as best we can during the response to COVID-19 Coronavirus. The health and wellbeing of tenants, our staff, maintenance subcontractors and the community, are our first priority. This fact sheet outlines how we are doing this.

If you need more information please call us on 03 6173 0060, email [centacareevolve@aohtas.org.au](mailto:centacareevolve@aohtas.org.au) and follow our Facebook Centacare Evolve Housing.

## Is the Bridgewater office open?

Yes. The Bridgewater office is open Monday to Friday between 9am and 4:45pm. Before coming in, please call the office. We should be able to help you over the phone or email. Please follow public health advice. If you are not feeling well, stay home.

## Does COVID-19 affect my rent payment?

It is important that all tenants continue to pay their rent so that we can continue to deliver essential housing services. Many tenants will receive Coronavirus Supplements, Special Payments or the Government Stimulus Payment. **These payments will not be included in your rent calculation and your rent will not be increased during the COVID-19 crisis.** This means many existing tenants will have more money in their household budget to meet expenses whilst continuing to pay rent.

## What do I need to do if my circumstances change during the COVID-19 crisis?

If you have any concerns about how any changes to your household circumstances, including decreases to your income, will affect your tenancy or rent do not hesitate to call and speak to a tenancy officer.

## Maintenance

### What do I do if I need something fixed?

You can report your maintenance request by phone, email or website. We will prioritise urgent maintenance requests until further notice, so it might take a little longer to get some things looked at or fixed.

### What is an urgent maintenance request?

Urgent maintenance requests include electrics, security, water, sewerage and heating. We will prioritise providing a response to fixing essential maintenance services. Examples of urgent maintenance requests include no hot water or a leaking hot water service, problems with front or back door locks and blocked toilets. If in doubt please contact the office.

### **What about non-urgent maintenance?**

All non-urgent requests for maintenance will be logged and processed as soon as we can. This will depend on further advice from Government health authorities. Examples of non-urgent requests are dripping taps, problems with internal doors, fences. If in doubt please contact the office.

All upgrades such as kitchens, bathrooms, carpet or painting will be deferred for the time being.

### **What if I have a request from an Occupational Therapist for modifications?**

Your Occupational Therapist needs to provide the referral recommendation to CEH. Our office will be in touch with you and your Occupational Therapist.

### **Tenancy services**

#### **Will my inspection go ahead?**

We are limiting our visits to people's homes and routine and follow up inspections will be postponed. Your tenancy officer will be in contact with you to reschedule these inspections.

#### **I need a home, what do I need to do?**

To apply for social housing you must have an application with Housing Connect. More information can be found at their website <https://www.colony47.com.au/housing-solutions/housing-connect/>

To apply for affordable housing go to our website and click on the tab affordable housing tab <https://centacareevolve.com.au/>

We are working hard to provide houses as they become vacant and we are prioritising this during this Coronavirus response.

#### **What is happening with the new houses CEH is building?**

Construction of new houses is continuing. Contractors are using additional precautions. New homes will be allocated as they become ready to tenant.

### **Other support services**

CatholicCare Emergency Relief and Counselling services will continue to be available.

Appointments can be made by calling CatholicCare on (03) 6278 1660 and more information can be found at <https://www.catholiccaretas.org.au/>

For information about other services please see the following service provider websites.

Salvation Army <https://www.salvationarmy.org.au/hobart/what-we-offer/doorways/>

Uniting Care <https://www.unitingvictas.org.au/locations/tasmania/>

Jordan River Services (Facebook)




Building Houses, Creating Homes, Growing Communities

Shop 2, 28 Green Point Rd  
Bridgewater TAS 7030

General enquiries: 6173 0060

Maintenance enquiries: 6173 0061

[www.centacareevolve.com.au](http://www.centacareevolve.com.au)

 centacareevolve