

## Re: Covid 19 Update for Circle VHA Tenants

24<sup>th</sup> March 2020

Dear tenant,

We understand that this is a worrying time for many people and wanted to update you on the steps that Circle VHA are taking to ensure we continue to provide safe and reliable services to all of our tenants. Our business continuity team is meeting regularly and updating our plans so that we can keep you and our employees safe. We are updating our website on a continuous basis and you will have received text messages from us, we will continue to use these methods to keep you up to date.

We have taken the following actions:

- Our Head Office reception has closed to the public. This is to minimise direct face to face contact and where feasible meetings will be conducted by phone or online.
- Our staff are working remotely and will continue to be contactable by phoning 01 4072110 or emailing [info@circlevha.ie](mailto:info@circlevha.ie).
- We are providing services for emergency repairs only - an emergency callout means attending to repairs that are potentially dangerous to tenants or other people, for example, serious electrical faults or burst pipes causing flooding.
- Where Circle VHA provide facilities management, we have requested that all our cleaning contractors fully brief and advise their staff on the guidelines as issued by the HSE relating to COVID-19. We have briefed our own staff on these guidelines and have added additional services to each site.

We know that some of you may have lost or reduced employment due to Covid-19, we are implementing a revised system of assessment in response to Covid-19. Your rent will be reassessed in line with your reduced income; however, it will take time for us to do this for everyone affected. Please remember where you are entitled to a rent reduction, we will backdate the reduction to the date that your income changed. Your Tenancy Services Officer will be contacting you by phone over the coming days to offer guidance and support in accessing unemployment or illness benefits and to begin the rent reassessment process with you.

**Directors:** Aoife Watters (Chair), Jerome Casey, Máirín Ó Cuireáin, Jane Doyle, Gráinne Ní Dhubhghaill, Chris Ellison (UK), Joan Green, Brian Shefflin, Garret Tynan, and Chris White.

**Patron:** Fr. Pat Carolan. **Chief Executive:** John Hannigan. **Company Secretary:** Anne O'Meara.  
*Circle Voluntary Housing Association, Company Limited by Guarantee, registered in Ireland No. 374693.  
PSRA Licence No. 002408. Registered Charity No. 20053840. CHY No. 15529.*



We are also updating our systems to ensure that we have the correct contact information for all tenants so that we can continue to provide you with up to date information on our services and any government recommendations related to Covid-19.

Please provide us with following contact information so that we can easily contact you:

	Name	Phone Number	Email Address
Tenant 1			
Tenant 2			

We are asking that you give us consent to contact you by both text and email, this will allow us to send you information, communications and statements which we would normally do by post.

You can do this by simply emailing us your updated information and consent to contact you by email and text to [consent@circlevha.ie](mailto:consent@circlevha.ie).

We have had a high volume of calls as a result of Covid-19 and we are trying hard to answer your calls and respond to your requests; we apologise for any delay you've experienced; we are prioritising **emergency repairs, rent reassessments for those who have a reduced or lost income and contact with vulnerable and isolated tenants**. We will get back to all of you.

We will be updating our website ([www.circlevha.ie](http://www.circlevha.ie)) on a regular basis and posting on Twitter (@CircleVha) and LinkedIn with any new information.

We want you to know that we will continue to do everything we can do to help. We believe that together we can help slow the spread of the Covid-19 and lessen its impact and ask that you support us, your family, your neighbours and community by adhering to the washing hands protocols, sanitizing, social distancing advice, avoiding crowded places, avoiding unnecessary travel, reducing your social interactions with people and importantly, if you experience Coronavirus symptoms, phone your GP.

Thank you for your patience and understanding as we work through this challenge together.

Yours Sincerely,

John Hannigan  
CEO  
01 407 2110

*P.S. Take care everyone, be safe.*