

Covid 19 Update

Our Business Continuity Team have reviewed how we will be delivering services following further instructions from An Taoiseach, Leo Varadkar. We know this is a worrying time for people however we ask for you to support us, your family, neighbours and your community by:

- Staying at home, this is the best way to minimise the risk of COVID-19 to your friends, families and communities
- Only leave your home for a short period to buy food, attend medical appointments or to take some exercise
- Not socialising with others and not visiting other residents within their homes, do not meet in the common areas and please keep children at home and do not allow them to play in the common parts of the estate, including playgrounds.

Circle VHA are taking further precautions which are in line with the Governments instructions. Our staff will be working remotely until the 19th April and are contactable by phone and email. We are not providing face to face appointments at this time and our office is closed to visitors.

We are actively monitoring the situation and will continue to keep you informed by text, Twitter [[@CircleVha](#)], LinkedIn and on our website.

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

Emergency Repairs:

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.

Facilities Services:

As a result of the additional measures introduced by the Government, we will be limiting Caretaker services on each of our Estates. This will impact on both waste management and cleaning of common areas over the coming weeks. Therefore, we ask all tenants to limit the amount of waste being placed in communal bins as far as possible as collections are likely to be reduced. We also ask that there be no dumping of any household items in the bin stores or common areas as these will not be removed.



Please act responsibly during this period and be aware of your safety and the safety of your neighbours by following HSE guidance and maintaining personal hygiene and social distancing.

Rents:

We know that some of you may have lost or reduced employment due to Covid-19, we have implemented 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. There will be no rent increases, please leave your standing orders in place and continue to make your rent payments. If your income has been affected by Covid-19 let us know. Credit and debit card payments can be made by contacting your Income Management Officer on 01-4072110.

Tenancy Queries: Your Tenancy Services Officer will continue to be available to you for guidance and support and can be contacted by calling our office or by email. All of our staff can be contacted by phone on 01-4072110 or email at info@circlevha.ie

Information:

For information regarding unemployment benefits:

<https://www.gov.ie/en/service/be74d3-covid-19-pandemic-unemployment-payment/>

For HSE Covid-19 updates:

<https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/>

ALONE the national charity that supports older people to age at home is operating a helpline for all older people, for queries or concerns about Covid-19 all older people can call Ph: 0818 222 024 for support and advice. The HSELive helpline is available for all other persons seeking advice. call save 1850 24 1850 or www.hse.ie