

Tenant Update 23rd October 2020

Following the decision of the Government to move to Level 5 restrictions, Circle has taken a number of actions to protect our tenants and staff. We want to continue to offer safe and effective services, but we also want to keep our tenants and our staff members safe by minimising non-essential contact and travel.

All Circle VHA staff will be working from home. Our teams will still be visiting estates however they will not have access to our offices. You can contact us through our main telephone line 01- 4072110, by emailing us at info@circlevha.ie and you can raise a repair, give us feedback or pay rent on our website www.circlevha.ie

Rent Payment

You must still pay your rent each week but if your household income has reduced, please let us know. You will be asked to complete a Confidential Income Statement so that your rent can be reassessed in line with your reduced income. We are experiencing an increase in requests for rent assessments so please bear with us, any changes will be back dated to when your income changed.

It helps us if you can complete your Confidential Income Statements online, as we are no longer working in our office and access to post is more difficult at this time.

<https://circlevha.ie/tenant-assistance/confidential-income-statement/>

Rent payments can also be made online by following the link below.

<https://circlevha.ie/tenant-assistance/rent/online-rent-payment/>

Repairs

Our contractors are continuing to provide repairs services. We are prioritising Emergency and Urgent Repairs. An emergency callout means attending to repairs that are potentially dangerous to you or other people, for example, serious electrical faults or burst pipes causing flooding. All routine repairs request will be risk assessed and our response will depend on the nature and extent of the works to be carried out.

If you are raising a repair, we ask that you please notify us if they are self-isolating or have been in contact with someone who has been diagnosed with Covid 19, in the previous two weeks. We are looking to continue to maintain our current level of service, however, it is important that we have adequate measures in place to protect our tenants, staff and contractors. Log a repair online at

<https://circlevha.ie/tenant-assistance/repairs-and-maintenance/report-a-repair/>

The out-of-hours emergency service will continue to operate as normal.

Facilities and Cleaning

Our servicing, cleaning, landscaping, and the provision of waste management will continue as normal in the schemes that we provide facilities services to. Staff and contractors will wear protective clothing where necessary and will clean touch surfaces such as handrails, lifts, door handles regularly.

What can you do?

We are in unprecedented times where we are spending extended time together in our homes. The knock-on effect of this may mean that you are more aware of noise levels from your neighbours, which may include general household noise and children playing. Please try to be tolerant of the noise levels you might experience during this time, and please consider the impact your household noise levels, and behaviour may have on your neighbours.

During this crisis we have been particularly impressed at how people have come together to support each other, and we greatly appreciate the inspiring community effort that we have seen up and down the country. Please stay safe and support your neighbours and community, we must all play our part.

Further support and advice

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. The HSELive helpline is also available for advice, call save 1850 24 1850 or www.hse.ie

Be careful & stay safe
John Hannigan