

Please note the following

Rent:

- If your income has been affected by the ongoing coronavirus restrictions, please contact us to let us know as soon as possible. You can contact us by calling the Tenant Support desk on 01-8200002 or email supportdesk@neha.ie
- Our housing team will work with you to ensure that any change of circumstances is reviewed and any required account adjustments are implemented as soon as possible.
- Please keep us updated on your circumstances and we will work with you to provide a provisional rent calculation while your new rent amount is being calculated. Arrears can be difficult to recover from so are best avoided if possible.
- For information on social welfare entitlements for employees impacted by coronavirus please visit www.gov.ie

Repairs:

All cyclical and planned maintenance within homes has now been suspended (this includes boiler servicing)

In order to protect tenants, staff and contractors protocols have been agreed with contractors as follows:

- Routine repairs requests will be logged but will not be actioned until further notice
- Assessment of emergency repairs will be dealt with over the phone in the first instance.
- If resolution is unsuccessful, an appointment will be made as soon as practical.
- Tenants will be contacted by phone prior to any NEHA representative calling at house to confirm appointment. Tenants are asked to notify the tenant support desk if they have any concerns about appointment going ahead.
- All contractors and NEHA staff will wash hands prior to entering your home and wear gloves during appointment.
- We would ask tenants to practice social distancing during appointment and ideally, leave room where works are taking place.
- Tenants should clean surfaces in the immediate area of works after appointment with disinfectant. You should also wash hands thoroughly both prior to and after appointment. <https://www.youtube.com/watch?v=bys8KJ-S6Ac>
- Tenants who maybe self-isolating are asked to inform tenant support desk or housing officer prior to any appointments. NEHA will work with you to see what might be possible in such a scenario.

If you have any concerns or questions please contact our Tenant Support Desk which is operating as normal during office hours Monday to Friday 01-8200002 or supportdesk@neha.ie For out of hours emergencies please contact 053 937 4811

General Advice

There are a number of Websites and Helplines available for those who have concerns and are seeking further information on the Corona Virus (Covid-19)

Anyone who may have been in contact with a person who has COVID-19, is advised to contact HSE Live (**1850 24 1850**)

For general information on the spread of the virus and steps the general public can take to protect themselves please refer to the HSE website

<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

Alone have information specifically for older people on their website <https://alone.ie/> and have launched a Helpline to deal with specific queries at 0818 222 024

The latest travel advice is available from the Dept. of Foreign Affairs at <https://www.dfa.ie/travel/travel-advice/coronavirus/>