

Coronavirus (Covid-19)

Information for Tenants and First Time Buyers

Further to our bulletin of 18th March we are updating you again in light of recent developments both on and off Island.

Our priority is still to protect you and our staff whilst maintaining essential services as long as we are able to.

Whilst we can help you, there are things you can do to assist us, in order that you minimise the risk of infection and of spreading the COVID-19 virus.

Making your rent or loans payments

It is very likely counter services will close, cash payments cease and in the interim queues will get longer, increasing your risk of exposure. We would therefore urge payment of public sector rents by Direct Debit. You can request a direct debit mandate form from the Housing team who will support you through this process if needed.

As with our previous advice, if you find yourself experiencing difficulties in paying your rent or of meeting your loan interest payments, please do contact us on 685955 or via email to housing@gov.im where a member of our customer services team will work through the options available to you.

Maintaining Key Services

This is our absolute priority and you can help us to help you.

Within properties, we are prioritising essential work only; such as loss of power, water or heating. If your issue is of a more routine nature please consider whether it is really required in the present climate.

In order to minimise the risk of exposure, please cooperate fully with our customer services and maintenance teams. This will include answering questions regarding the present household circumstance, adhering to mutually agreed prior appointments and practicing social distancing.

Other Services

Reduced housing services will be operating with immediate effect and as a result processing times may be longer than usual for application forms and other routine administrative tasks.

We will however continue as long as we are able to support our contractors and suppliers undertaking work in outside spaces and empty properties. This will be with all due precaution and following latest public health guidance, which is available here:

<https://www.gov.im/categories/health-and-wellbeing/coronavirus-covid-19/>