

## Coronavirus (Covid-19) Bulletin 3

### Information for Tenants of DOI

Further to our bulletin of 24<sup>th</sup> March, we are updating you again in light of recent developments and guidance received from Isle of Man Government.

Over the past week we have taken steps to ensure that the majority of our workforce can work from home in order to reduce the risk of Covid-19. Please note we are still available to our customers but we have changed the way you can contact us.

**The table below provides you with a list of essential housing telephone numbers and our emergency hours of business contact details**

To make a rent payment by debit card	685540	Mon-Fri 9am to 12pm and 1pm to 4pm
Maintenance repairs	685956	Mon-Fri 9am to 12pm and 1pm to 4pm
Out of hours maintenance repairs	494012	after 4pm until 9am each weekday and 24 hours over weekends/bank holidays
Rent account queries or tenancy matters	687054	Mon-Fri 9am to 12pm and 1pm to 4pm
First Time Buyers	685442	Mon-Fri 9am to 12pm and 1pm to 4pm
Housing Waiting List enquiries	686495	Mon-Fri 9am to 12pm and 1pm to 4pm

It may be necessary for the person who takes your call to take your number and refer your query to a colleague who will then call you back.

#### **Paying your rent**

If you are experiencing difficulties paying your rent please contact us on **687054** as a matter of urgency to discuss this with a member of the housing team. Alternatively, you can email [housing@gov.im](mailto:housing@gov.im)

In response to the coronavirus outbreak, people who receive benefits at the post office using a MiCard can now be paid directly into their bank account instead. For further details, please visit the Social Security **webpage** (*link -*) <https://www.gov.im/news/2020/mar/25/option-for-benefits-and-pensions-to-be-paid-direct-to-bank-accounts/> or call Social Security on **685656**.

We also encourage tenants to pay their rent by Direct Debit, you can request a direct debit mandate form from the Housing team.

### **Essential Maintenance and Repairs**

As previously advised, we are prioritising **essential work only** within properties. This includes but is not restricted to:

- Loss of electricity
- No heating or hot water
- Burst pipe(s) leading to flooding of your property
- Toilets or drainage failing
- Rain water ingress causing flooding of your property

If you are unsure about whether your request is an emergency, please call **685956** and our maintenance team will assess the priority of the work.

If arrangements are made to carry out any works in your property, in order to minimise the risk of spreading coronavirus, please cooperate fully with our customer services and maintenance teams. This will include answering questions regarding your present household circumstance and practicing safe distancing within your home whilst maintenance works are carried out.

### **Other Services**

Reduced housing administration services are now in operation and as a result processing times may be a little longer than usual for application forms and other routine tasks.

We will continue to work with all necessary precautions following the latest public health guidance, which is available here <https://covid19.gov.im/>