

## **CORONAVIRUS (COVID-19) Information for Housing Tenants**

We know many of you will be concerned about the impact of the coronavirus pandemic.

Our priority is to do everything we can to keep all tenants and colleagues safe and to keep providing a good service for you.

**If you or a member of your family are self-isolating and you have an appointment booked with our Housing team or our repairs team, please contact the Housing office on 696435.**

Working with you, we will agree appropriate timescales for repairs or home visits on a priority basis.

If you normally pay your rent in person and would prefer not to then we have a number of alternative options available to you including phone, please call 696435 or online at [www.Douglas.gov.im](http://www.Douglas.gov.im). We can also set-up Direct Debit or Standing Order payments. Please contact our office for further information.

In the event that you are unable to pay your rent due to issues relating to the coronavirus pandemic, it is important to notify the Housing office as soon as possible and we will work with you to avoid formal action where Covid-19 is a factor.

The most up to date and accurate health guidance on Covid-19 is available on the Government's website <https://www.gov.im/coronavirus>

### **Contact details**

Housing Office

Phone – 696435

e-mail – [Housing@Douglas.gov.im](mailto:Housing@Douglas.gov.im)

Website – [www.Douglas.gov.im](http://www.Douglas.gov.im)

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