

COVID-19 Housing Update - 27th April 2020

Douglas Borough Council continue to follow Government guidance throughout this difficult period. Following the Governments recent move to the Stay Safe phase of the COVID-19 response, we want to update you with some changes to our service.

We are here to support all of your tenant related requirements and where we can we will extend this support to assist you with community advice.

We cannot offer you advice in relation to the COVID virus. If you or your family members have any symptoms you must call the Government support line. Simply dial '111' and their excellent team will advise. The Government keeps their website up to date with relevant information. You can find it here www.gov.im/coronavirus

Since the stay home advice was issued we have had a significant increase in reports of anti- social behaviour. We would ask everyone to be mindful that there are more people now at home and children are not at school, so noise levels in more built up areas will likely increase. However, we do encourage everyone to be responsible and respectful of their neighbours in this difficult time.

If you do notice any breach in social distancing rules, please call the police on 686262.

Housing Office - The Housing counter remains closed and we encourage you to please call or email our team who are there to assist you with all housing queries.

Monday to Friday 8.45am – 5.15pm
(01624) 696435
housing@douglas.gov.im

Housing Maintenance – Following the Government announcement on Tuesday 21st April 2020 that the Government is now allowing construction workers and tradespeople back into doing construction related work in peoples homes, we are currently reviewing this advice carefully.

We continue to respond to emergency repairs only at this time and this approach will continue until our full health and safety review is complete. It is incredibly important to the Council that our staff can operate safely in your home environment, not increasing the risk of the spreading the virus.

To raise a repair please call (01624) 696435 or for out-of-hours (01624) 671100.

Some examples of an emergency repair include:

- Loss of water supply
- Loss of power
- Loss of heating

It is very likely we will slowly increase our service over the coming weeks, we will monitor the situation carefully and follow Government advice throughout. Please check our website and social media for regular updates. When we are ready to start working on your home, one of our team will call you to discuss pre-works.

Payment of Rent – It is important to continue to pay your rent at this time but we understand that for some households this crisis can create financial difficulty.

If you are struggling financially, please **let us know** so we can assist. Our staff can run through the different options to prevent rent arrears accruing, including a manageable payment plans, or we may refer you to contact Department of Social Security for assistance. It is vital that you keep good communication open with the Housing Office during this time and keep them updated of your situation.

If you previously paid your rent in person then we encourage you to use one of the many payment methods available to you including online, Direct Debit and over the phone payments.

Please contact our housing team on 696435 to find out more about how we can help.

Sheltered Accommodation - We continue to limit visits to all complexes to **essential visitors** such as carers and medical staff. All visitors must register their details with our housing team prior to their visit.

It is not a decision we have taken lightly, however it is our duty to protect our most vulnerable members of our community.

You can maintain communication with your relatives and friends through calls, texts, email, social media etc. keeping in touch, through a safe way, is so important, now more than ever.

Ongoing development works – Further to the Government announcement on Tuesday 21st April 2020 that the construction industry is able to return to work, please be advised that construction work will reconvene at Willaston from Monday 27th April 2020. Construction is only being carried out on empty properties at this time.

All construction workers will adhere to strict Health and Safety and social distancing guidance and will be wearing the appropriate personal protection equipment in accordance with the Isle of Man Government guidelines.

Thank you for taking the time to read this, if you have any queries please do not hesitate to contact the Housing Office on 696435 or at housing@douglas.gov.im

Yours sincerely



Daniel Looney
Director of Housing and Property



Search "Douglas Borough Council"

www.Douglas.gov.im | Phone 696435