

## COVID-19 AND THE HOUSING DEPARTMENT

### COVID-19 ADVICE

At Douglas Borough Council, we continue to follow the IOM Government guidance throughout this period. The Housing Department are dedicated to support all of our tenants through this difficult time. Our advice is for everyone to continue to '**Stay at Home**' unless for the specific circumstances outlined by the IOM Government. It is also important to maintain good hygiene to help stop the spread of Coronavirus.

If you have any queries regarding Coronavirus please visit [www.Gov.im/Coronavirus](http://www.Gov.im/Coronavirus)

### TENANT SERVICES

#### [The Housing Office](#)

The Housing Counter is currently closed and will remain so until further notice, however our team is available during the below times to answer any queries you may have. The Housing Office staff are fully committed to providing support, advice and guidance for all of our tenants throughout this difficult time. You can call or email at the below times:

**Monday to Friday 8.45am – 5.15pm**  
**(01624) 696435**  
[housing@douglas.gov.im](mailto:housing@douglas.gov.im)

#### [Maintenance and Repairs](#)

During this time, following instruction from the IOM Government, in order to protect you and our staff, only repairs considered an emergency will be carried out at properties. 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

Please note that you can continue to raise other maintenance repairs but they will not be dealt with until it is safe to do so. Please also be advised that our staff may ask you to confirm if you have coronavirus symptoms when raising the job.

#### [Rent and Payments](#)

Rent payments can be made online at [www.douglas.gov.im](http://www.douglas.gov.im) or over the phone on (01624) 696344. We can also arrange automated payment through Direct Debit and Standing Order.

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 worried about, or struggling to pay, your rent you **must** contact the Housing Office. Our staff can run through the different options to prevent rent arrears accruing. They may agree a manageable payment plan with you or refer you to contact Department of Social Care for assistance. It is vital that you keep a good communication open with the Housing Office

during this time and keep them updated of your situation. Please rest assured that there will be no rent recovery during this time, as long as you continue to keep the Housing Office updated.

## SHELTERED ACCOMODATION

All three of our sheltered accommodation complexes have been fully updated with the current procedures implemented to help stop the spread of Coronavirus and protect all residents. We have limited visits to all complexes to **essential visits only** to allow access for reasons such as carers and medical staff.

It is not a decision we have taken lightly, however it is our duty to protect our most vulnerable members of our community. All those affected have been contacted and our Sheltered Housing Officers are available to support residents. Our built-in nurse call system remains active 24/7 for any emergencies when the Sheltered Housing Officers are not on-site.

### Visitors

It is important that the rules for controlled visits are followed, these rules are there for the safety of these residents, and we also ask those of you who have friends or family residing in sheltered accommodation please DO NOT visit at this time.

You can maintain communication with your relatives through calls, texts, email, social media etc. as this can feel like a very lonely time so keeping in touch, through a safe way, is so important, now more than ever.

## ONGOING REDEVELOPMENT WORKS

Douglas Borough Council have always been committed to improving the quality of homes and properties, however your safety is our priority. Therefore, following a directive by the IOM Government, all construction work has ceased until further notice. All those effected by redevelopment works will be provided with an update in due course, if not already.

## COUNCIL SERVICES

Advice and guidance on many of the Council's services such as refuse pick-ups, parks etc. can be found on our website at [www.douglas.gov.im](http://www.douglas.gov.im) or our social media pages.

Please remember to check the IOM Government's website regularly at [www.Gov.im/Coronavirus](http://www.Gov.im/Coronavirus) for updated and official Covid-19 guidance.

You can also find a 'Daily Community Update' on our website and posted on social media, this is a list of all the local and island-wide organisations providing home deliveries, dedicated shopping hours and other useful services at this difficult time. Please share it with any friends or relatives who may not have access to the internet.

We will continue to update all communications regularly on our website at [www.douglas.gov.im](http://www.douglas.gov.im)

## SELF-ISOLATION

If you, or a member of your household, are self-isolating please report this to the Housing Office **immediately**. Your information will remain private and confidential and will only be used to inform our Maintenance staff or contractors should they need to carry out an emergency repair. This is for the benefit of your safety as well as our staff to stop the spread of Coronavirus.

**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](mailto:housing@douglas.gov.im)**

