**COVID-19 update**

**Information for our tenants**

We understand that with parts of Australia designated COVID-19 ‘hot spots’ Metro Community Housing needs to continue to adjust our service to ensure your safety and the wellbeing of our staff.

**Access to Metro Community Housing**

Our service to you is currently operating as normal.  Any changes will be communicated through our website and Intelligent Messaging Service.

Our office is open with social distancing in place (1.5 meters away from other people). As our office is small we do ask that you not make any non urgent visits to the office and would prefer you call ahead to make an appointment on 9565 4599. We ask that no more than two people visit the office at any one time. If we already have two people within the office you will be asked to wait outside.

**We do ask that you:**

* Do not attend the office or let someone attend your home if you are unwell.
* Awaiting results from a COVID-19 test.
* Please tell us if you have COVID-19, or have been asked to self-isolate.
* Observe social distancing.
* Wash/ sanitize your hands on entering office.
* Always wear a mask.

We know this is a difficult time for everyone, however we can all do our part to make our communities as safe as possible by following health advice and considering our neighbours.

**Our staff are working tirelessly to keep our tenants and visitors safe. Please do the same for them.** Keep up to date with the latest information about COVID-19 by visiting the Australian Department of Health website <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx>

Urgent and emergency maintenance work will continue to be delivered under the same social distancing and precautionary arrangements as have been in place since the beginning of the outbreak.

If you need emergency accommodation, please call:

**Link2Home:  1800 152 152**