

20 March 2020

Dear tenant

Centacare Evolve Housing Services Update.

I am writing to you about the steps that Centacare Evolve Housing is taking as a result of Coronavirus (COVID-19).

We are committed to providing the best ongoing operation we can from our Bridgewater office, while also following the advice of health professionals. However, the health and wellbeing of tenants, the community, our subcontractors and our staff must remain a priority. This means we have made a few changes to how we will prioritise maintenance and tenancy services.

In line with public health advice we need to limit face to face contact where practical, especially with people who are vulnerable or unwell. As a result we have revised some processes so we can handle most things over the phone or by email.

We will continue to prioritise all essential maintenance services. This means we will ensure urgent requests affecting electricity, water and sewerage, security and heating are dealt with as normal. Unfortunately we will need to defer any upgrades such as kitchens, bathrooms, carpet or painting for the time being. We are also deferring any non-urgent maintenance - decisions about what is or is not urgent will be made internally and in line with the Residential Tenancy Act 1997.

We will continue to log all maintenance requests so we can respond to the non-urgent requests when we are able to, pending further advice from Government health authorities.

As always, please call your Tenancy Officer if you have any questions or concerns about your tenancy. Please also let us know about any changes to your household income or employment circumstances. You can contact us via our switchboard on 03 6173 0060 or by email at centacareevolve@aohtas.org.au.

You will notice that our various building sites are still operating as they do not involve direct contact with community members. Given ongoing concerns around homelessness, we are keen to ensure that new houses are tenanted as soon as possible. So we will continue to prioritise new lease sign ups, which will be allocated from the central Housing Connect waitlist as normal.

If you have any concerns about Covid-19 the most recent information is at:

https://dhhs.tas.gov.au/publichealth/communicable_diseases_prevention_unit/infectious_diseases/coronavirus.

We will let you know if there are any further changes to our business as the situation develops. We are doing our best to keep our operations going, so please don't hesitate to call.

Yours sincerely,



James Norman

General Manager Housing Operations.