

## COVID-19 - Frequently asked questions for tenants

Questions	Answer
Do I pay rent as normal?	Yes, you must pay your rent as per normal
Can I pay extra rent and draw it out at a later time?	Yes you can do that any time
If I am receiving extra payments under government stimulus will Homes North ask me to pay extra rent	No the extra payment isn't included in your rent assessment.
If I am in arrears can I use the stimulus money from the government to pay them	Yes you can just contact your Client Relations Officer or pay by BPAY
If I only ever pay rent by cash and your office closes suddenly how do I pay for my rent?	You can pay rent via EFTPOS over the phone or via BPAY. Please call your local office
Are you still taking cash payments?	Due to COVID-19 we will no longer take cash. You can pay by EFTPOS or BPAY
When will I have an inspection?	Inspections have been temporarily postponed. These will recommence once circumstances allow this.
How will I be notified about office opening changes	There will be a notice on the front door. We will post this information onto our website and onto our FaceBook page.
Who do I contact for assistance if offices closed?	Call the officer number
How will nuisance and annoyance complaints be handled?	These will continue to be managed by your Client Relations officer by phone. Please continue to call us with any issues or submit via our website.
Who do I contact for repairs?	Go through the normal channels if you are a Homes North tenant call the repairs line Monday to Friday 9 am – 5 pm 1800 592 333 and for the FACS maintenance call centre 24 hrs 7 days per week 1800 422 322

<p>If I have tested positive to the Corona virus do I have to let Homes North know?</p>	<p>We need to know for the safety of staff and contractors</p>
<p>What is Homes North doing to manage the impact of the coronavirus outbreak for yourselves and residents?</p>	<p>Homes North is practicing safe hygiene protocols including washing hands with soap and water for 20 seconds, coughing into a tissue or your elbow and maintaining a 1.5 metre distance between each other. Office are open by appointment only.</p>
<p>I'm feeling isolated at home can Homes North help?</p>	<p>We are sending out care packages to all our tenants with information on COVID19 support and how to keep occupied while at home. We will also be making wellbeing phone calls to all our tenants.</p>
<p>I'm really worried about Corona Virus and who can help me</p>	<p>Go to the NSW Health website it has all the latest information Meals on Wheels are still delivering food and toilet paper to their clients.</p>
<p>I'm in self isolation but am missing my family and friends, I'm not great with technology to keep connected, who can help?</p>	<p>If you have questions about social media and how to set this up please contact your local Resident Engagement Officer</p>
<p>How are Homes North checking up on the Elderly and those with disabilities?</p>	<p>Staff are making regular phone calls to check up on a number of our tenants.</p>