

19 November 2020

## UNITINGSA HOUSING CHANGES DUE TO COVID-19

Dear valued tenant,

In light of the growing number of COVID-19 cases and the Premier of South Australia's announced six-day lockdown in our state, we are temporarily changing the way we deliver our services.

To ensure we can continue providing support while reducing the risk of COVID-19, from today we are:

- **Closing the UnitingSA Housing office** – In line with the State Government's lockdown requirements, our office will close for six days and then be reviewed.
- **Cancelling face-to-face contact** – In-person meetings will be on hold but the UnitingSA Housing team will still be offering support via phone and email.
- **Putting an immediate halt on 'non-essential' maintenance works** – Only emergency maintenance will be carried out on UnitingSA Housing properties at this time.
- **Putting processes in place to support postal and email correspondence** – Tenants are requested to return any formal documentation, such as lease agreements and rent review papers, by mail or email. Self-addressed envelopes will be enclosed with all mail correspondence that we send.

We understand this is a challenging time for everyone and will continue to work to provide you support when you need it. We also encourage you to reach out to your other support services, as required, and remember the SA COVID-19 Mental Health Support line on 1800 632 753.

To further understand what the state-wide lockdown means for you, please visit <https://www.covid-19.sa.gov.au/response>

In addition, there is a growing list of COVID-19 hotspots in South Australia and it is important you are aware of these locations and that you notify us immediately if you have visited any of them at the specified times.

Please visit [www.sahealth.sa.gov.au/COVIDcontacttracing](http://www.sahealth.sa.gov.au/COVIDcontacttracing) to view the latest hotspot list, updates around the Government's tracing efforts and other important COVID-19 health advice.

We also encourage you to remain vigilant around hand hygiene and social distancing measures, and to get tested for COVID-19 if you display any associated symptoms including fever, chills, cough, sore throat, runny nose, shortness of breath, or loss of taste or smell.

We hope the COVID-19 situation in South Australia is quickly brought under control and we are soon in a position to resume our normal operations.

In the meantime, our UnitingSA Housing team is available on phone (8440 2244) and email ([housing@unitingsa.com.au](mailto:housing@unitingsa.com.au)) and will continue to support you in your tenancy.

Thank you for your ongoing understanding as we work together to protect the health and safety of the entire UnitingSA community.

Yours sincerely,



Libby Craft  
Chief Executive Officer, UnitingSA