

Items with ! indicate a change to service since last update

<b>Engagement sessions</b>	
<i>Company Rent &amp; Affordability Benchmark</i>	Committee meetings and consultations are now being held remotely by Zoom video conferencing.
<b>Financial Services</b>	
<i>Bookkeeping, etc</i>	As per usual, if CEHL provides this service to your co-op.
<i>Payments</i>	Please contact a Finance team member if you need assistance to set up online payments.
<i>Rent statements</i>	Are now sent via the member portal, if CEHL provides this service to your co-op.
<b>Property</b>	
<i>Asset Inspections</i>	Asset inspections for most properties / co-ops will continue to be postponed unless there is a specific need/risk or the property is vacant. Property Officers will continue to undertake vacancy inspections.
<i>! Third Schedule works</i>	<b>Outside Stage 3 restricted areas:</b> Third Schedule works in vacant properties and external works in tenanted properties will continue to be delivered. Work is being done in tenanted homes if there is an urgent safety issue that needs to be fixed. In these instances, we will continue to work with tenants and contractors to follow guidelines for health and safety measures.
	<b>In Stage 3 restricted areas:</b> Any works currently in progress will be completed following safety protocols. Any new, non-urgent works will be put on hold.
<i>Maintenance</i>	We recommend co-ops use photos, videos or Facetime for tenants to show Maintenance Directors (in the first instance) or Property Officers of any property issues that arises. If it is essential for a contractor, co-op Maintenance Director or Property Officer to attend the property, the tenant should be called beforehand to check that all household members are well. Hand sanitiser, gloves and masks should be worn, and social distancing measures followed – with only one person to enter each room at a time.
<b>Co-op Development</b>	
<i>! Co-op meetings</i>	Please note, your Co-op Development Coordinator (CDC) is unable to attend meetings in person and you will need to invite them to attend your meetings remotely/online or on the phone.
	<b>Outside Stage 3 restricted areas:</b> You may be able to meet in person provided the meeting room/space allows you to follow the current social distancing and hygiene rules
	<b>In Stage 3 restricted areas:</b> Co-ops meetings must be conducted remotely. Co-op Development Co-ordinators (CDC) are available by phone or email and can return phone messages. Please leave your name, your co-op name, your contact number and

**CEHL Services effective from 9 July 2020 until further notice**  
FOR COMMON EQUITY RENTAL HOUSING CO-OPS - CERC

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	details of your question. You are also welcome to invite your CDC to your Zoom meetings, if needed.
<i>! Member Forums</i>	Being held remotely/online in all areas
<i>! Training &amp; Policy Advisory Committee Meetings</i>	Being held online, via Zoom.
<i>Training</i>	Will continue to be conducted remotely. Check CEHL website - <a href="#">What's on</a> for information about upcoming Training.
<i>! VCAT hearings</i>	<p>VCAT is currently conducting hearings via phone. Applications for VCAT hearings is restricted by the COVID-19 special legislation and must be notified by CEHL to the Victorian Housing Registrar. Applications should only be lodged after all other options to resolve difficulties have been exhausted.</p> <p>Co-ops considering action under the RTA will need to contact your Co-op Development Coordinator (CDC) before any action is taken. The CDC will ensure that the co-op has met all COVID related RTA requirements and assist co-ops to make hearing applications, are available to attend hearings if required, and will notify the Victorian Housing Registrar.</p>
<i>! Vacancies</i>	<p>Vacant properties need to be re-tenanted and CEHL continues to send through referral lists for new members as requested. Co-ops are encouraged to interview via Zoom or Facetime if possible. Other advice about how to conduct interviews while keeping direct contact to a minimum is available from your Co-op Development Coordinator.</p> <p>CEHL have started a pilot program where co-ops can offer a 2-year fixed term tenancy to any new members at this time to help mitigate the risks around member selection processes, that are currently not able to be held face-to-face. Please contact your CDC for further information if you are interested in participating.</p>
<i>Information sessions</i>	Sessions will be conducted online.
<b>Tenancy Services</b>	
<i>CERC transfers</i>	Processes to assist a CERC to transition to a CMC or Vic-Wide management have now been reviewed to minimise face-to-face contact and transitions will soon resume.
<i>Rent Arrears</i>	Rent Arrears will continue to be managed as per RTA and <a href="#">COVID-19 Omnibus (Emergency Measures) Act 2020</a> . (If CEHL provides this service to your co-op) Assistance through Launch Housing is available to all Program members. Call Lisa on <b>0400 409 655</b> or email <a href="mailto:CEHLReferrals@launchhousing.org.au">CEHLReferrals@launchhousing.org.au</a>