

Items with ! indicate a change to service since last update

Financial Services	
<i>Rent statements</i>	Are now sent via the member portal, if CEHL provides this service to your co-op.
Property	
<i>Asset Inspections</i>	Asset inspections for most properties 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>! Maintenance</i>	If it is essential for a contractor or Maintenance Services team member to attend the property, the tenant will be called beforehand, to check that all household members are well and to make a suitable time to visit. Hand sanitiser, gloves and masks should be worn, and social distancing measures followed – with only one person to enter each room at a time.
	Outside Stage 3 restricted areas: Any identified works will be reviewed and may progress following safety protocols.
	In Stage 3 restricted areas: All non-urgent works will be postponed.
Tenancy Services	
<i>VCAT hearings</i>	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. Notify your Co-op Development Coordinator, who will assist to make hearing applications, are available to attend hearings if required, and will notify the Victorian Housing Registrar.
<i>Tenancy inspections</i>	Tenancy inspections will be postponed unless there is a specific need or the property is vacant. Tenancy Coordinators will continue to undertake vacancy inspections. CEHL will provide you with a notice letter, however due to COVID-19 CEHL staff will take some extra measures like PPE (personal protective equipment) for the staff member and tenant, and may also request that the tenant does not stay in the same room as the staff member, to adhere to 1.5m distancing rule.
<i>Rent Arrears</i>	Rent Arrears will continue to be managed as per RTA and COVID-19 Omnibus (Emergency Measures) Act 2020 . Assistance through Launch Housing is available to all Program members. Call Lisa on 0400 409 655 or email CEHLReferrals@launchhousing.org.au