



## ONCHAN DISTRICT COMMISSIONERS

### INFORMATION FOR TENANTS

## Coronavirus (Covid-19)

Please see our latest advice to Onchan District Commissioners tenants about the new circuit break measures which come into place from 00.01am on Wednesday 3 March

### Catch it, Bin it, Kill it

We have taken steps to ensure that the majority of our workforce will be working from home, which may cause slight delay to response times for general requests and administrative processes.

### Contacting us

You can still contact the housing team in the usual way and on the numbers below:

### All housing and maintenance queries

You can still contact the teams in the usual way and on the numbers below:

Finance, Housing and Administration:	675564	Mon-Fri 9.00 a.m. – 4.45 p.m.
Surveyor's Department:	624967	
Out of hours essential maintenance repairs	493314	After 5.00 p.m. until 9.00 a.m. each weekday and 24 hours over weekends./bank holidays

### Online reporting

You can also report any issues through the Commissioners Contact Us Page on their website: <https://www.onchan.org.im/contact-us/report-a-problem>

### Paying your rent

Your rent is required to be paid weekly as per your tenancy agreement, there has been no change to this arrangement because of lockdown. If Covid related issues have affected your ability to pay rent then please contact us on +44 1624 675564 as a matter of urgency to discuss this with a member of the housing team. Alternatively, you can email [admin@onchan.org.im](mailto:admin@onchan.org.im)

### Essential Maintenance and Repairs

As per the last lockdown in 2020, we are prioritising essential repairs and maintenance work only. This includes but is not restricted to:

- Loss of electricity
- No heating or hot water
- Burst pipe(s) leading to flooding of your property
- Toilets or drainage failing
- Rain water ingress causing flooding of your property