



COVID-19 INFORMATION FOR RENTERS AND CLIENTS

unison.org.au

COVIDSafe plan

As part of our COVID response, Unison has developed a COVIDSafe Plan to protect renters, staff, visitors, and the community.

This plan has been developed for multi-dwelling residential buildings owned or managed by Unison. The plan applies to common areas including access points, lifts, foyers and hallways, as well as shared facilities such as shared laundries, dining and meeting areas. The plan follows the COVIDSafe principles.

Our service delivery

We are pleased to inform you that all Unison offices are now open. Our teams are here to support you, and your Place Manager remains your key contact at Unison. All our contact details are available on our website.

Repairs and maintenance

For maintenance requests, please call the numbers below:

- For long-term renters (social and affordable housing): Call (03) 9349 0261 (24/7) or email maintenance@unison.org.au (for non-urgent repairs only).
- For public housing renters: Call the Department of Families, Fairness and Housing Maintenance Call Centre on 13 11 72 (24/7) or request non-urgent repairs via email at tenant.maintenance@dhhs.vic.gov.au
- For tenants in our transitional housing program: Call your Unison representative on (03) 9688 8300 during business hours. For all urgent maintenance after hours, weekends and public holidays, please phone the Department of Families, Fairness and Housing Maintenance Call Centre on 13 11 72.

Please follow these simple steps to minimise maintenance issues:

DO

- ✓ Keep your fob/keys on you at all times when leaving your unit.
- ✓ Take care of your property (careful use and regular cleaning).
- ✓ Open doors and windows to allow airflow where possible.
- ✓ Use ovens in accordance with manufacturer's instructions.
- ✓ Use cook tops in accordance with manufacturer's instructions and with exhaust fans/range hoods on.

DON'T

- ✗ Don't flush anything other than toilet paper down the toilet as this will cause blockages.
- ✗ Don't tip oils or fats down the sink, these can cause blockages.
- ✗ Don't overload power points (no connecting power boards together to create more sockets).
- ✗ Don't leave appliances and lights on when not in use or needed.

Be cautious of COVID-19 scams

The Department of Families, Fairness and Housing has reported that scammers are pretending to be Government agencies providing COVID-19 information via text and emails. Scams include false notifications of close contacts to confirmed COVID-19 cases which contain malicious links and attachments designed to steal personal and financial information when they are opened.

Please be cautious and remain alert to scams. Government agencies will not ask you to click an email link or open an attachment. The COVIDSafe app will not notify any person directly that they are a confirmed case or the contact of one - only a Department of Families, Fairness and Housing public officer would.

If you suspect that you have been a target of a scam or are unsure, go to <https://www.scamwatch.gov.au/report-a-scam>

How you can help

Stay home and get tested if you have symptoms of COVID-19 no matter how mild: including fever, chills, cough, sore throat, shortness of breath, runny nose, loss of sense of smell or taste.

Get tested if you have been in contact with someone who has tested positive to COVID-19.

A Call-to-Test service provides in-home coronavirus testing to people who would otherwise be unable to get tested. This includes older people, people with a disability, carers and those with an illness that might prevent them from leaving home. For eligible callers located in Melbourne, testers will visit within 48 hours.

If you are waiting for the results of your PCR COVID-19 test, please self-isolate until you receive a negative test result.

Please let us know as soon as possible if you or anyone in your household tested positive. so we can ensure you have the assistance you need and we take appropriate measures.

Visit <https://www.coronavirus.vic.gov.au/checklist> for further advice on what to do if you or a close contact tests positive to COVID-19.



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