



Novel coronavirus (COVID-19) – Community Housing Frequently Asked Questions

1. Can the Momentum Housing team be contacted during COVID-19?

- Normal office hours will continue as we are an essential service. But please remember to always use the new 1300 506 710 number to contact our Housing team. Email contact should be made to tenancy@mymomentum.org.au

2. Will Momentum Collective apply the next CPI rent increase?

- Momentum Collective was due to increase rents for our tenants receiving Centrelink payments in line with the upcoming CPI increase. We will not be implementing a rent increase at this time.

3. Do I still have to repay my rent arrears during COVID-19?

- Tenants are expected to continue to manage the repayment of rent arrears and we are always available to discuss these issues with our tenants.

4. What if I lose my job as a result of COVID-19?

- If you lose your job or your income decreases as a result of COVID-19 please contact us immediately to discuss a plan that addresses your individual situation and we will review your rent accordingly.

5. Will my rent be increased if I receive the Federal Government stimulus payment?

- The stimulus package is a one off \$750 payment and not a regular income source. Momentum Collective is not assessing this payment as income in regards to tenants' rental assessments so your rent will not change as a result of this payment.

6. Should I expect regular property inspections to continue?

- All routine property inspections have been suspended, to be replaced by telephone-based check-ins from our staff (keeping tenants/staff safer). We will only visit where we consider it is essential.

7. Will repairs still be made to my home?

- All non-urgent property maintenance has been suspended in order to keep tenants and contractors safe at this time. We will complete all repairs that are required for health and safety purposes.

8. Can I still visit the Momentum Collective community housing office?

- Tenants will not be required to attend our offices until it is essential that they do so. Any personal interactions with tenants will be subject to the social distancing rules and a screening process regarding the tenant's current health status. Please phone our office prior to any planned visit and let us know if you have any of the following symptoms:
 - A high temperature (fever)
 - A dry cough
 - A sore throat
 - Any flu like symptoms

9. What if I am in a transitional housing property?

- All transitional tenancies will be extended for a period of six months, recognising that there will be additional barriers to our tenants exiting to alternative housing in the coming period. In order to be eligible for this extension, tenants must be meeting terms of their current support and housing agreements.

Decisions made in relation to the termination of any agreements in the coming period will be made at management level and the decision must consider the additional hardships which will be faced by low-income tenants seeking alternative housing during the pandemic.