



## Cork County Council Housing Services during COVID-19

### Information for the General Public.

The following Housing services continue to be undertaken arising from the movement to Level 5 of the National Framework for living with Covid-19 with effect from 22<sup>nd</sup> October 2020.

#### Housing Maintenance Services

Essential Housing repairs relating to emergency plumbing, electrical and building repairs in the interests of the health and safety of the tenant.

Works will continue to completion on Disabled persons grants & energy efficiency projects presently underway, with appropriate health and safety measures in place by Cork County Council and its agents.

Members of the public are advised to contact the following numbers for urgent maintenance requests only.

021-4285302	9.00am-5.00pm Monday to Friday
021-4800048	Evenings and weekends only

Cork County Councils out of hour's emergency service will continue to operate for emergency housing repairs for the duration of the crisis.

#### Social Operations

- Homeless Services
- Travellers
- Social Housing Support Applications
- Estate Management

Members of the public can contact the following numbers

022-21123	<b>North Cork Homeless</b>
021-4285368	<b>South Cork Homeless</b>
023-8833328	<b>West Cork Homeless</b>
021-4285114	<b>Travellers</b>
022-21123 (North), 021-4285368 (South), 023-8833328 (West).	<b>Estate Management</b>
022-21123	<b>Processing</b>
021-4386635	<b>CBL</b>

In addition the following email addresses can be utilised for general housing queries and will continue to be monitored

[socialhousingnorth@corkcoco.ie](mailto:socialhousingnorth@corkcoco.ie)

[socialhousingsouth@corkcoco.ie](mailto:socialhousingsouth@corkcoco.ie)

[socialhousingwest@corkcoco.ie](mailto:socialhousingwest@corkcoco.ie)

### **Rent queries**

Tenants with general queries regarding rent can ring either: 023-883328 or the Area Officers number contained in the annual rent statement which issued in February 2020.

### **Housing Rent Re-assessments**

Further to the government's decision regarding the movement to Level 5 of the National Framework for living with Covid-19 with effect from Thursday the 22<sup>nd</sup> October 2020, Cork County Council tenants and HAP/RAS customers can apply to have their rent re-assessed.

All tenants seeking a rent reduction due to loss of earnings or employment because of the COVID-19 pandemic should scan/post confirmation of reduced income from either their employer or the Dept of Employment Affairs and Social Protection to:

- HAP/RAS tenants can email same to [hap@corkcoco.ie](mailto:hap@corkcoco.ie)
- Cork County Council tenants can email same to [rentassessment@corkcoco.ie](mailto:rentassessment@corkcoco.ie)
- Postal address:

HAP/RAS - Housing Section, Floor 4, Cork County Council, Carrigrohane Road, Cork, Ireland  
Eircode : T12 R2N

Cork County Council tenants – Rent Assessment Unit, Cork County Council Offices, Kent St.,  
Clonakilty, Co. Cork. P85 X375

This will allow us to begin re-assessments as quickly as possible. If there is a time lag in actually changing the rent payment, adjustments will be backdated. We would stress the importance of tenants continuing to pay rent until the re-assessment is complete.

### **Housing Assistance Payment (HAP)**

Please note that HAP is a form of housing support for households with a long-term housing need who have already been approved for social housing. Short term support is provided through Rent Allowance from the Department of Social Protection.

Tel 021 4285079 or email [hap@corkcoco.ie](mailto:hap@corkcoco.ie)

### **Private Grants**

Tel 022 30492 or email [privatehousegrants@corkcoco.ie](mailto:privatehousegrants@corkcoco.ie)

- All applications awaiting approval will be processed in due course and it will not be necessary to apply again.
- All payments due will continue to be made

**Purchasing Options (including Rebuilding Ireland Home Loan)**

Tel 021-4285927 / 021-4285300

If you are a mortgage holder with Cork County Council and if your financial circumstances have changed as a result of Covid 19 please contact housing loans collection at 021-4285262 or [housingloanscollection@corkcoco.ie](mailto:housingloanscollection@corkcoco.ie) for further information.

**Approved Housing Body (AHB)/Leasing Unit**

Tel – 021 4285526