



1st April 2020.

Cork County Council Housing Services during COVID-19 Information for the General Public.

In light of the Taoiseach's announcement on Friday on revised social distancing measures and restrictions to movement, the following are the essential Housing services still being undertaken during COVID-19;

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.

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

Members of the public can contact the following numbers

022-30418	North Cork Homeless
021-4285346	South Cork Homeless
023-8863713	West Cork Homeless
021-4285114	Travellers
022-30468	Processing/CBL

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

socialhousingnorth@corkcoco.ie

socialhousingsouth@corkcoco.ie

socialhousingwest@corkcoco.ie

Covid-19 : HPL1 Temporary Process

Social Housing applicants and applicants for the Rebuilding Ireland Home Loan should note that in light of the Covid-19 emergency, a temporary alternate arrangement has been put in place that will remove the need for them to have to obtain a physically completed HPL1 form from Revenue, either in person, by post, or by Revenue's online systems ROS/MyAccount. Instead, the applicant can request that the local authority undertake an electronic process to obtain the information from the

Revenue Commissioners. Persons who wish to avail of this option should sign and date the form below and include this form with their application for social housing support authorising that the relevant HPL1 information be obtained on their behalf by the local authority.

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.

Requests for Rent Reductions

In line with the Department of Employment Affairs and Social Protection COVID-19 Guidelines, 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
- Cork County Council tenants can email same to rentassessment@corkcoco.ie
- Postal address: HAP/RAS - Housing Section, Floor 4, Cork County Council, Carrigrohane Road, Cork, Ireland Eircode : T12 R2NC
- 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 Supplement which is administered by Department of Employment Affairs and Social Protection. Please note the HAP Unit continues to be operational during the current Covid 19 situation and HAP applications are being processed as normal. When a HAP application is ready to be set up, we are contacting applicants by phone and posting HAP documentation to them, along with detailed signing instructions. Documents should be signed and returned in the pre paid envelope as soon as possible.

For both tenants and landlords, the best way to contact us is via the HAP email hap@corkcoco.ie

Our phone line continues to be busy so if you are unable to get through to us, please use the hap email which is continually monitored, and we will contact you as soon as possible.

Once a HAP application has been submitted, we endeavour to get it validated as soon as possible, however this process can be delayed due to incomplete applications or inadequate documentation.

Landlords and tenants should ensure that HAP applications are fully completed and accompanied by correct and accurate documentation, which is listed in detail on the form.

Tel 021 4285079.

Private Grants

Urgent queries only Tel 022 30492 or email privatehousegrants@corkcoco.ie

- All existing grant approval timelines will be extended by the duration of the pandemic and it will not be necessary to apply again
- Similarly, 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 however there will be delays with the current restrictions.

Purchasing Options (including Rebuilding Ireland Home Loan)

Urgent Queries only - 021 4285317

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 for further information.

Approved Housing Body (AHB)/Leasing Unit

Urgent Queries only – 021 4285088