



Media Release

Date: 27 April 2020

Support available for lodgers and tenants with urgent housing difficulties

Lodgers or tenants facing urgent housing difficulties during the COVID-19 outbreak can receive support and advice via a new helpline that has launched today.

Additionally, a new guidance document has also been published at <https://covid19.gov.gg/guidance/accomodation-advice> to provide a range of information for any tenant or lodger who may have concerns about their current housing circumstances.

While the core advice is for tenants and lodgers to stay in their current accommodation as long as it is safe to do so, if you are in a situation where you have an immediate housing need please call the helpline on **01481 756535**. You can call between 8.30am-4pm on Monday-Friday and call handlers will be able to offer advice about finding temporary accommodation for anyone in urgent need. Advice can also be sought by emailing housinghelp@gov.gg

The newly-published guidance covers topics such as what to do if a fixed term tenancy is coming to an end, if the tenant or lodger is facing eviction or if the property they are renting needs emergency repairs. The guidance also provides advice about where to seek help if temporary accommodation is needed or if someone is struggling to pay their rent or utility bills.

The housing helpline is for non-clinical enquiries, so if you think you may need to relocate to alternative accommodation in order to self-isolate or shield please seek advice from the Clinical Helpline by calling **01481 756938** or **01481 756969**.

Additionally, there is support available for anyone who is in a dangerous situation as a result of domestic abuse. If you are in this position please seek help. Safer has a 24/7 helpline (01481 721999) or call 999 in an emergency.

Ends