Important service update

Dear Resident

Link Wentworth is committed to minimising the spread of COVID-19, recognising the potential impact that contracting the virus has on health, finances, family, and community.

As an essential service, we are constantly adapting to ensure that we can give you a high-quality service during this uncertain and difficult time.

Temporary changes now in place

To minimise risk and maintain our service to you, we will be making a few changes to our service delivery until further notice. Please read about the temporary changes below and contact us if you have any questions. Our contact details are provided at the end of this letter.

Service from our offices

Until further notice, our Chatswood, Katoomba, Windsor and Lithgow offices are open by appointment only. Our Penrith and West Ryde offices remain open with staff providing a contactless service where this is possible and appropriate.

Though these offices are open, we ask that you contact us for help by phone, email, via our website or Facebook page (messenger) if you can.

We also remind you that we require all visitors to our offices to check in using the QR code or manual system if you do not have a phone. Masks are also to be worn.

Services to your home and the community

Link Wentworth will pause the following until further notice:

- Visits to residents in their homes except in the case of emergencies.
- Repairs and maintenance except for fire services (including annual smoke alarm servicing), property cleaning, lawn services, urgent repairs and repairs in progress.
- Community programs and activities delivered in person.

In addition, when visiting you for essential services, our staff and contractors will be fully vaccinated, wear masks, maintain social distancing and use hand sanitiser. You can read more about how we are adapting our ways of working due to COVID-19 here: www.linkwentworth.org.au/covid-safe-service-faqs/

We also ask you to keep checking the NSW Health website for the most up to date government and health COVID-19 rules and guidelines. Visit: www.nsw.gov.au/covid-19/stay-safe/rules

How to contact us

If you have any questions, please call 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub), email us at enquiries@linkwentworth.org.au or visit our Facebook page for updates.
www.facebook.com/linkwentworthhousing

Thank you for your understanding.

Yours sincerely

Amanda Murray

Head of Access & Customer Support

Tabarah Hotchkis

Head of Tenancy