

# Working with our customers during the coronavirus (COVID-19) outbreak



## **Contacting the VOA**

The best way to contact us is through the [Contact Form](#), which also has links to useful self-help guidance. We have significantly built our capacity to manage electronic queries and using this channel will help ensure your query is managed by the appropriate team as quickly as possible.

We provide a range of reasonable adjustments to customers where they are required. Customers can let us know through the Contact Form or ask a friend or family member to complete on their behalf. If you need to return any forms or documents to us please send them electronically, rather than by post.

## **Telephone support**

We have reopened a limited telephone service between 9.30am–2.30pm, Monday to Friday. Please only call us if you are unable to use the Contact Form or find the information you are looking for on our website. You may receive a quicker full response through using the Contact Form.

## **Property inspections**

We have restarted property inspections for domestic and non-domestic properties. We will only carry out a physical inspection if it is safe to do so and we cannot gather the information we need electronically. We will contact customers beforehand to run through a risk assessment and ensure the inspection is carried out as safely as possible for our customers and the inspector. We will also follow social distancing guidelines and other safety measures throughout the appointment.

## **Other face-to-face appointments**

Inspections for Fair Rent work are still paused and we continue to gather the information we need through other routes in order to progress cases. Our Rent Officers are also making greater use of information available electronically rather than making visits to gather rental information.

We are unable to accommodate requests to view hard copy rental information we hold, such as Rent and Lease Details, Forms of Return and proposal forms.

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Last updated 21 September 2020 [+ show all updates](#)

1. 21 September 2020

An update on the VOA's telephone support hours.

2. 7 August 2020

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