

Covid-19 Questionnaire

Covid-19 Questionnaire: Introduction

Welcome to the Regulation Office Covid-19 Questionnaire. This questionnaire looks at the various impacts of Covid-19 on the AHB sector. The questionnaire is divided into five sections which are as follows:

Section 1: Operational Impacts and Mitigating Actions

Section 2: Impacts on Governance

Section 3: Impacts on Finance

Section 4: Impacts on Performance

Section 5: Future Considerations of the Board

If you have any questions in relation to the Covid-19 Questionnaire, please do not hesitate to contact the Regulation via email at regulation@housingagency.ie

AHBs should note that this PDF version of the Covid-19 Questionnaire is for preparation purposes only. AHBs should complete the Covid-19 questionnaire online via the following link:

[Covid-19 Online Questionnaire](#)

Covid-19 Questionnaire Section 1 of 5: Operational Impacts and Mitigating Actions

1. Please enter the AHB name:
2. Please indicate what type of company your organisation is. **Please select from the following:**
 - General Needs Housing
 - Care & Support
 - Housing & Homelessness
 - Community based, volunteer led
3. Did the organisation implement a Business Continuity Plan during the Covid-19 pandemic? **Please respond Yes/No**
4. Please outline the main operational changes that were implemented during Covid-19
5. Which of these operational changes does the organisation consider may become a more permanent feature of its operations in 2021 and 2022?
6. Was the organisation reliant on any other organisations to help them manage their tenants, housing, operations and/or governance during the pandemic? **Please respond Yes/No**
7. If yes, please provide details.

8. Was the organisation satisfied it was able to effectively manage its tenants and tenancies during the Covid-19? **Please respond Yes/No**
9. Please provide an overview of the organisation's tenant communications and safety management during Covid-19
10. What were the key learnings for the organisation relating to tenants and tenancies during the pandemic?

Covid-19 Questionnaire Section 2 of 5: Impacts on Governance

1. How many times did the Board meet from 10th March - 31st August 2020?
2. How were these meetings conducted?
3. Please provide an overview of the organisation's approach to governance during Covid-19
4. What key lessons did the Board learn about the organisation's governance during the pandemic

Covid-19 Questionnaire Section 3 of 5: Impacts on Finance

1. Has the organisation **revised** its Annual Budget for 2020? **Please respond Yes/No**
2. Has the organisation completed its Annual Budget for 2021? **Please respond Yes/No**
3. Please identify specific areas where income has been negatively impacted (examples should include but not be limited to rental income, housing related income, non-housing income, fundraising). This answer should reflect the year 2020
4. Is the organisation forecasting that there will be a material change to its income in 2021? **Please respond Yes/No**
5. If Yes, please provide detail on the specific the areas **where income is anticipated to be impacted**
6. Has the organisation recorded a material change to its expenditure in 2020? **Please respond Yes/No**
7. If Yes, please provide detail on the specific areas where expenditure has been impacted (examples should include but not be limited to, staffing costs, operating expenses, care & support, repairs and maintenance)
8. Is the organisation forecasting a material change to its expenditure in 2021? **Please respond Yes/No**
9. If Yes, please provide detail on the specific areas where expenditure is anticipated to be impacted (examples should include but not be limited to, staffing costs, operating expenses, care & support, repairs and maintenance)
10. Has the organisation experienced any issues pertaining to cashflow, liquidity or debt repayments? **Please respond Yes/No**
11. If Yes, please provide detail

COVID-19 Questionnaire Section 4 of 5: Impacts on Performance

1. Please provide an overview of the organisation's housing management during Covid-19, including any impact on maintenance, repairs, allocations etc.
2. Please detail the actions being taken by the organisation to address any backlogs of work created by the impact of Covid-19

COVID-19 Questionnaire Section 5 of 5: Considerations of the Board

1. Please provide an overall assessment of the Medium and Long Term impacts of Covid-19 on the organisation. For example the Organisational Structure, Housing Management, Operations and Financials
2. Please list what the Board considers the top five risks that will potentially impact the organisation in 2021 as a result of the pandemic

1.

2.

3.

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5.

3. Please provide further detail in relation to these risks and the considerations of the Board in managing these risks
4. Please provide details on any changes to the strategic direction of the organisation being considered by the Board as a result of the impact of Covid-19

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