



Update: July 2020

Dear Customer,

I wanted to write to you to provide you with an update on our how our services are being delivered as the country eases out of lockdown and various sectors become open for business again.

We are carefully monitoring the situation both in relation to government guidance across England, Scotland, Northern Ireland and Wales, and regarding local lockdowns as they occur. If your home is located within a local lockdown area we have created FAQs to provide you with coronavirus information specific to the current rules in your area.

Irrespective of the current lock down situation where you live, please do continue to contact us in the first instance for any tenancy and property related items so we can provide any support you might need.

Please see our latest updates:

## Letting Agents

Since the easing of restriction in England during May many agents have now returned to work, although some are phasing the return of their staff and the extent of the services that they offer. Where safe to do so, agents are now able to meet with customers in their offices and at properties for viewings. Since the end of June restrictions have also been eased in Scotland, Wales and Northern Island where physically distanced viewings are now allowed subject to safety rules. The extent to which agents and other businesses are able to operate will be dependent on whether the location is subject to general Government rules or if it is subject to re-imposed lockdown conditions.

If you are planning to move at the end of your tenancy or have had a move delayed as a result of the coronavirus situation, please continue to contact your property manager in the usual way. If you were planning to move and now find that you no longer wish to or are unable to do so, please contact us as soon as possible so that we can support you and maintain our records.

## Rent payments

Whilst there has been some easing of restrictions and as more sectors return to work, we appreciate that, for some, this continues to be a difficult time.

If your financial circumstances have changed as a result of the coronavirus, please get in touch with us. We would remind you that it remains your responsibility to meet your rent



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payments, but if you are concerned about your ability to meet your payments we will be able to offer advice and may be able to help with a spreading of future payments. Further information can be found as follows:

### Universal Credit

*There is new Government support in place to help those affected by coronavirus. Currently, there is no longer the requirement to attend an interview at a job centre to start a claim, and all applications will be dealt with online. Information can be found [here](#).*

### Financial Support

*We understand that people's financial circumstances are still being affected or may be affected in the future as the effects of coronavirus continue to evolve. If you do need assistance, you can find out what financial support may be available to you on the [entitled to free benefit calculator](#). To find out what you might be able to claim enter your details and you'll receive an estimate of your entitlement to benefits, tax credits and universal credit.*

### Repairs

The construction industry, including maintenance contractors, is starting to get back to normal and we are now able to instruct more non-essential maintenance and repairs. This will, of course, be subject to contractors maintaining safe working practices as defined by Government and any local restrictions that may be enforced in the future.

Please do continue to report all repair items in the normal way so that we can record them and deal with them as soon as possible. The easiest way to do this is through our Customer Portal.

### FAQs

More coronavirus-related advice can be found at [www.touchstoneresi.co.uk/customers/faqs](http://www.touchstoneresi.co.uk/customers/faqs) where we have provided separate coronavirus FAQs for areas subject to Government guidance and restrictions and those where lockdown still applies.

Our priority remains the wellbeing and safety of our customers and clients, contractors and colleagues. We'll continue to operate as fully as possible over the coming months and adapt to any future changes resulting from the impact of coronavirus.

Thank you for your continued patience.

Yours faithfully

Helen Kings  
Managing Director



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