



Update: January 2021

Dear Customer,

With new lockdowns in the UK to control the spread of the coronavirus, I wanted to provide you with an update on our services. Please be assured that wherever possible we are delivering services as normal and our priority remains the wellbeing and safety of our customers and clients, contractors and colleagues.

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.

Our specific COVID-19 FAQs may also be useful and can be found [here](#).

Latest updates:

National Lockdowns

Coronavirus infections are spreading rapidly and a new national lockdown has been put in place in England. Scotland, Wales and Northern Ireland also have new national restrictions in force. You can find further information in our [COVID-19 FAQs](#).

Home moves and viewings

Home moves and viewings are still able to take place across the UK, subject to COVID-19 safety rules. However, the extent to which agents and other businesses are able to operate may vary.

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.

Repairs

We will be prioritising essential work, and wherever possible we will continue to instruct non-essential maintenance and repairs, subject to any local restrictions or any further Government guidelines. This will, of course, be subject to availability and access, as contractors maintain COVID-safe working practices.

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](#).

Rent payments

If you are experiencing financial problems that could affect your payment of rent, please don't hesitate to get in touch. It will be easier for us to provide advice and look for a solution if you contact us at the earliest opportunity. An early conversation can help us agree a plan if you are struggling to pay your rent or are incurring arrears.



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If you live in Scotland or Wales, you may be able to apply for assistance through the following links:

<https://www.gov.scot/news/increased-support-for-tenants/>
<https://gov.wales/apply-loan-help-pay-your-rent-arrears-due-coronavirus>

Further information can also be found in our [FAQs](#)

Thank you for your continued patience.

Yours faithfully,

Helen Kings
Managing Director



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