



Update: May 2021

Dear Customer,

As we enter the next steps on the UK Government's roadmap out of lockdown, I wanted to provide you with an update on our services. We continue to follow the regularly updated government [guidance on coronavirus and renting](#) to ensure the safety of our customers, colleagues and contractors.

Latest updates:

Home moves and viewings

Home moves and viewings can place across the UK, subject to COVID-19 safety rules.

In line with government advice, we continue to recommend that initial viewings take place virtually where possible. All viewings of homes are by appointment and there remain limits on the number of people who can view a property at the same time. Rules on wearing a face mask and social distancing continue to apply.

Repairs

We are able to carry out repairs and safety inspections, in line with the latest government guidance. Post 17 May, COVID-secure rules, including social distancing requirements, continue to apply, which may affect 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

While restrictions are easing, we understand that you may still experience financial problems that could affect your payment of rent. If this is the case 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.

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

Please do continue to contact us in the first instance for any tenancy and property related items so we can help with anything you might need.

We will continue to keep you updated with further changes to government advice. Thank you for your continued patience.

Yours faithfully,

Helen Kings
Managing Director



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