



Update: November 2020

Dear Customer,

Following the introduction of restrictions in England, Scotland, Wales and Northern Ireland to control the spread of the coronavirus, I wanted to provide you with an update on our services and to assure you that wherever possible we are delivering services as normal.

We have created some specific COVID-19 FAQs to assist you which can be found [here](#).

Irrespective of the 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.

Our latest updates are as follows:

National lockdown in England

From 5th November – 2nd December new restrictions will apply across England. Further information can be found [here](#).

We understand that the housing market will remain open during the national lockdown, subject to COVID-19 safety rules, meaning home moves and viewings can still take place. However, the extent to which agents and other businesses are able to operate may vary.

During the lockdown, we can still conduct viewings, but we will only do so where it is safe, in line with Government guidelines. We will maintain close contact with you if we do need you to provide access, and any visits will only go ahead where all parties are free from coronavirus symptoms and are not isolating, which will include confirmation on the day of the visit

The latest government advice on moving home can be found [here](#).

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.



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Rent payments

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. It remains your responsibility to meet your rent 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.

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 look for a solution if you contact us at the earliest opportunity.

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

Repairs

We will be prioritising essential work, and wherever possible we will continue to instruct non-essential maintenance and repairs. This will, of course, be subject to availability and contractors maintaining safe working practices as defined by Government.

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](#).

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 the changes resulting from the impact of coronavirus.

Thank you for your continued patience.

Yours faithfully

Helen Kings
Managing Director



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