Update: October 2020

Dear Customer,

Following the introduction of the 3-Tier system in England and specific measures introduced in Scotland, Wales and Northern Island to control the spread of the coronavirus, I wanted to provide you with an update on our how our services are being delivered and to assure you that wherever possible we are delivering services as normal.

We are carefully monitoring the situation both in relation to government guidance across the United Kingdom and regarding local lockdowns as they occur. If your home is located within a local lockdown area we have created some specific FAQs to assist you which can be found [**here**](https://www.touchstoneresi.co.uk/customers/faqs/).

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:

Letting Agents

The latest government advice on moving home can be found [**here**](https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak).

Viewings are allowed, subject to COVID-19 safety rules but the extent to which agents and other businesses are able to operate will depend on the current level of restrictions in that area.

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

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 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 in our [**FAQs**](https://www.touchstoneresi.co.uk/customers/faqs/)

Repairs

The construction industry, including maintenance contractors, is largely up-and-running and we are instructing 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.

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.**](https://portal.touchstoneresi.co.uk/login)

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 restrictions.

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