



Touchstone

Part of Places for People

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Dear Customer,

Following the emergence of the Omicron variant of COVID-19, the Government has re-introduced some measures to manage the virus. Throughout the pandemic we have continued with the highest levels of health and safety and hygiene, so you shouldn't notice many changes to our existing procedures, but I wanted to update you on what we are doing to help keep everyone safe.

We continue to follow the regularly updated government [guidance on coronavirus and renting](#) to ensure the safety of our customers, colleagues and contractors.

Face coverings

Our contractors, agents and colleagues have been asked to wear face coverings and adhere to social distancing for home visits, viewings and in our offices.

Home moves and viewings

There has been no change to the guidance on home moves and viewings, although the Government encourages all parties involved to be as flexible as possible and we will continue to support this. 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.

We recommend that initial viewings take place virtually where possible and all viewings of homes are by appointment. If you are vacating your property we may request access to undertake viewings, which will be conducted following government guidelines.

Repairs

We will continue to carry out repairs and safety inspections. Our customers' and colleagues' wellbeing and safety is our priority, and where we or our partners need to come into your home we will be following stringent COVID secure measures.

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. If you have access, the easiest way to do this is through our [Customer Portal](#).

Rent payments

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. 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. As this is a developing situation, we will continue to keep you updated with further changes to government advice. Thank you for your continued patience.

Yours faithfully,
Simon Barton, Director





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