

# COVID-19 UPDATE FOR EXISTING TENANTS

We appreciate it has been a difficult few months and we hope our tenants are beginning to find a way to get back to 'normal' in the best way they can.

Our estates managers have been talking to the vast majority of our tenants during this time and this communication is important so we can work through this together. We actively encourage our tenants to contact them if they have any queries or concerns at all affecting their tenancy with us.

In terms of maintenance, where the landlord is responsible, we are now able to carry out routine as well as essential repairs for most properties. Initially we are focusing on essential maintenance, emergency repairs, electric/gas safety tests and fire risk assessments. For tenants with outstanding maintenance jobs, we will be in touch shortly and ask that they please bear with us while we manage our way through these in order of priority.

As landlord we also have a duty of care to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures so that everybody's health and safety is protected. Our teams have been fully briefed and trained on how to work safely in your properties. So as to reassure you, key guidelines our team members will follow if they need to attend your property can be found [here](#).

We wish to thank all our tenants for their patience during the time that we had been unable to attend properties for routine work and while our team were accustoming themselves to home working.

Should any of our tenants have any concerns or queries, we ask that they please do not hesitate to contact their [estates manager](#) on 01494 671331.

So we can contact our tenants more effectively by electronic means, we would be grateful if they could take the time to review their contact details by completing this form [here](#).

We thank all our existing tenants for their understanding and continued tenancy at this challenging time.

Stay safe.

Tamra Booth  
Managing Director

