

Letter sent out to all tenants March 2020

GENERAL ADVICE TO TENANTS

As you are aware the government has imposed some strict rules on the household of the UK, to assist them in the work to restrict the spread of Covid19.

We are doing our bit, by working from home where possible, however the office is still manned daily but on reduced hours and our housing officer is available until 6.30pm Monday to Friday.

Rent

As far as possible you should continue to pay your rent - Should you have any difficulties paying your rent. Please contact us as soon as possible, so that we can agree a payment arrangement with you.

If you have any problems getting out to make your usual Allpay payments, we can assist you in setting up a Standing order with your bank.

Repairs

We are currently only carrying out urgent repairs, should you need to report a repair it is important to advise us if any member of the house is self-isolating so that we can advise the maintenance staff and that you maintain a distance of 2 metres from them in accordance with current government guidance.

Please contact the office number 01442 244484 or Helen Kenyon on 07768 168397 for any rent/tenant queries or to report repairs. After 6.30pm please contact 0300 500 6262 for emergency repairs.

Elderly and at-risk tenants

We will be contacting all tenants regularly to ensure all is well, especially those who are vulnerable and those living in shared accommodation.

Shared Houses

It is important to let us know if you will not be staying at your usual home, especially if it is in shared accommodation. Please remember the government has requested that all persons stay in their usual homes or remain where they are currently staying for the next three weeks to minimise the spread of Covid19.

Please find enclosed the latest advice and information about how to manage the Covid19 outbreak.