

Dear Customer

Coronavirus (COVID-19) continues to spread across the UK and as the government introduces ever more stringent measures to control the impact our priority remains the wellbeing and safety of our people including our customers, colleagues, clients and contractors.

We want to support you as much as we can throughout this difficult time, please do contact our colleagues if you have any concerns, need help, or supplies and we will do what we can to help you.

Taking into account the latest government and Public Health advice, there are three key areas where we want to ensure that you have the information you need both to contact us and to seek further advice if necessary.

Payment of Rent

We appreciate that this will be a difficult time for many people. If your employment or financial situation changes as a result of the Coronavirus (Covid-19) situation, please contact us as soon as possible so that we can register your concerns and provide guidance on help that may be available to you.

Tenancy team: [0333 240 6044](tel:03332406044) or tenancy@girlings.co.uk

Reporting of repairs

Please continue to report repairs in the usual way.

As we are now in the pandemic stage, we need to prioritise maintenance work on an emergency and health & safety basis. We will continue to work with our local contractors to address these issues as soon as possible. If this is the case, we will ensure you are kept up to date as to expected timeframes.

We would like to assure you that all repair items that are raised will still be recorded and responded to as soon as is practicable, but we would ask for your patience as we manage the completion of the most urgent works. If you have vulnerable people in your household, please make us aware at the time of reporting any urgent issues that might result in a visit to your home so we can plan accordingly.

Repairs and Maintenance: [0333 240 6033](tel:03332406033) or maintenance@girlings.co.uk

Moving in and out

It is likely that the most recent measures introduced by the government will have a significant impact on people looking to move home in the coming weeks and, if you are due to move we will be in touch to check your situation and support you as much as possible.

We are aware that a number of businesses that support home moves including removal firms, inventory and inspection clerks will be stopping their movements and activities moving forward. If you are about to move home, we would recommend that you check the latest position with any companies that you have made arrangements with directly and that you contact us as soon as possible to update us on your plans.

Given the restrictions on travel and social contact, our partners that would normally provide check in and check out services as well as providing information for tenancy deposit administration will also be affected. We will try to complete the administrative tasks associated with all move-ins and outs such as returning security deposits, as quickly as possible but it is likely that these processes will take longer than normal.

We will continue to operate our services and to maintain 'business as usual' as far as we are able and we will continue to follow the guidance given by the government and will continue to provide updates to you if the situation changes.

We will do everything we can to provide you with the best service we can. Your patience during this difficult period is very much appreciated.

Kind regards

Jamie Turnbull
Business Director