

October 2020



Part of Places for People

Dear Customer,

Following the recent increases in restrictions across the UK, 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 England, Scotland, Northern Ireland and Wales, and regarding local lockdowns as they occur.

You can check the government website to find out the coronavirus restrictions in a local area and more detail on what you can and can't do [here](#).

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:

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 please contact us as soon as possible so that we can provide guidance on help that may be available to you.

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

Viewings and moving home

The latest government advice on moving home can be found [here](#).

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 whether the location is subject to general Government rules or re-imposed lockdown conditions.

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 us 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.

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 that may be enforced in the future.

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.

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

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

Jamie Turnbull
Business Director

