

Dear Customer,

Following the introduction of restrictions in England, Scotland, Wales and Northern Ireland to control the spread of the coronavirus, I wanted to provide you with an update on our services and to assure you that wherever possible we are delivering services as normal.

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:

National lockdown in England

From 5th November – 2nd December new restrictions will apply across England. Further information can be found [here](#).

We understand that the housing market will remain open during the national lockdown, subject to COVID-19 safety rules, meaning home moves and viewings can still take place. However, the extent to which agents and other businesses are able to operate may vary.

During the lockdown, we can still conduct viewings, but we will only do so where it is safe, in line with Government social distancing guidelines. Any visits will only go ahead where all parties are free from coronavirus symptoms and are not isolating.

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

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.

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 or tenancy@girlings.co.uk

Repairs

We will be prioritising essential work, and wherever possible we will continue to instruct non-essential maintenance and repairs. This will, of course, be subject to availability and contractors maintaining safe working practices as defined by Government.

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 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