

Frequently Asked Questions – Landlords

How do I contact you while your local branch is closed to the public?

In accordance with Government guidelines regarding Coronavirus, to protect our colleagues and our customers our branches are now operating on an appointment only basis in branch. Our teams continue to work for our customers in the branch, so you can still contact us by email or telephone and if required you can book an appointment to go into the branch – please visit our website for your local branch contact details.

My tenant can't afford to pay rent – what are my rights?

For Managed properties: If you are on our Rent Management or Full Management service then you will be fully supported by our Property Management and Rent Arrears team. Please contact them directly to discuss any concerns you may have.

For Tenant Find Only Landlords: The Government has publicised new measures to support you if tenants can't afford to pay their rent. If your property is on a Buy to Let mortgage, you could speak to your mortgage lender about a mortgage payment holiday. Review any relevant insurance policies you have taken to see what cover you may be entitled to and seek latest advice from Government websites. We suggest you contact your tenant and work out the best plan for both parties in these challenging times.

My property is still available, will it still be marketed?

You can still proceed with the marketing of your property as agreed and all online marketing will continue. However, we do understand this situation has affected our customers in many different ways and we would suggest you discuss any particular concerns you may have with us and we will provide further advice on your individual circumstances.

How will you deal with any problems that my tenants report to you?

For our fully managed properties, all current tenants have been contacted. We have outlined how we can support them in these challenging times and log any repairs or issues. Following Government advice, we have been advised home repairs and maintenance can continue. If a tenant refuses access because they are self-isolating, we will follow Government advice and won't enter the property until it's safe to do so. All managed tenants have access to our repairs portal, which allows them to log the repair 24/7 but also gives them access to self-help 'you tube' videos.

I have a property visit arranged, will this still go ahead?

Yes, if your property is under our Full Management service, this will go ahead. If you have any concerns, please call or email our Property Management team for further advice. If the property is handled by the Landlord themselves you will need to speak directly with them.

I have a property ready to let, can you still carry out a rental appraisal for me?

Yes, we are able to offer rental appraisals in a Covid-secure way. Please contact us so we can arrange a rental appraisal for you - please visit our website for your local branch contact details.

What does the term 'eviction freeze' mean?

For Managed properties: An 'eviction freeze' is new emergency legislation through the Coronavirus Act 2020 to suspend new evictions. As this information is changing regularly, please visit the Government website for the most up to date information.

For our Fully Managed Landlords, our Property Management team will be able to explain this and give you up to date information and advice, please contact them in the usual way.

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For Tenant Find & Rent Management Landlords:
We suggest you contact your tenant and work out the best plan for both parties in these challenging times. At present your tenant is still obliged to pay their normal rental payment, however if anything changes and they cannot make payment, speak to your mortgage provider and review any relevant insurance policies you have taken. As this information is changing regularly, please visit the Government website for the most up to date information.

Can I still visit my tenant if there is a problem with the property?

For Managed properties: contact your Property Management team in the usual way, they will be able to help and advise you.

For Tenant Find Landlords and Rent Management Landlords: We recommend you put any none emergency work on hold until it's safe to do so. If you or your tenant believe a visit is essential, please consult the Government website on Coronavirus (Covid-19) for advice.

If I lose rental income, will I be reimbursed?

For Fully Managed properties and Rent Managed properties: contact your Property Management team in the usual way, they will be able to help and advise you.

For Tenant Find Landlords: At present your tenant is still obliged to pay their normal rental payment and we suggest you contact your tenant and work out the best plan for both parties in these challenging times.

Will planned changes to Section 21 still go ahead?

If your property is managed, please contact your Property Management team in the usual way, they will be able to help and advise you.

Will the Covid-19 situation affect the rental value of my property?

This is yet unknown. We are monitoring the lettings market daily and working hard to keep our landlords informed and supported through these challenging times.

My property is still available, how will you carry out viewings?

We will ensure that viewings are carried out in a Covid-secure way. Government guidelines confirm that renting a home can continue.

My property is empty, can you still market it and carry out viewings?

We will continue to market your property in the usual manner, and we will ensure that viewings are carried out in a Covid-secure way. Government guidelines confirm that renting a home can continue.

How can you do viewings in a property where someone is self-isolating?

Temporarily we are unable to offer viewings in person in this instance. We will obtain the details of any prospective tenant until the self-isolation period is over.

If a departing tenant has had Coronavirus, do I need to do a deep clean at the property?

Please refer to Government guidelines on their website regarding Coronavirus and on how to keep safe and avoid the spread of the virus. You can also call or email the Property Management team for more advice.