

Frequently Asked Questions – Tenants

How do I get in touch with 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 contact details.

How can I view a property I'm interested in?

Temporarily, we are trying to get as many clients as possible to do online viewings, however if you are seriously looking to rent a property then we can arrange viewings for you in a Covid-secure way. You will need to ensure that you wear a face covering for the viewing to take place and no more than one household can visit the property at any one time.

I am self-isolating, is there any way I can view one of your properties remotely?

All available properties are on our website, so please have a look at the details there and if you are interested, register your interest online or by calling or emailing the local branch. We will then be back in touch once we have a video available to show you. We would however suggest that you do view the property in person prior to application once you are out of self-isolation.

I'm due to move into one of your rental properties, will it still happen?

In accordance with Government guidelines regarding Coronavirus we are following strict advice on social distancing and safe ways of moving. Please call or email the lettings management team for further details.

What happens if my property needs a repair?

Please follow our normal guidelines to report repairs. We kindly ask you to only report essential repairs so we can ensure all work is carried out safely. The contact number for your Property Management team remains the same and they are prioritising emergency repairs. We continue working hard with all our contractors to ensure we keep up our high levels of service to you and the landlord and that any work is carried out in a Covid-secure way.

I am self-isolating, how do I cancel a planned maintenance visit?

Please call the lettings management team for further advice.

Do I still have to pay rent if my income is affected by Covid-19?

Tenants in a property managed by us: If you are having difficulties paying the rent, please call the Property Management team as soon as possible.

For non-managed customers only: We strongly suggest you contact your landlord and discuss the difficulties you face and try to set up an affordable payment plan. If you are still facing financial difficulties, we suggest you seek advice and see if you're eligible to claim any benefits to help towards the cost of your rent during this challenging time.

Contractors are coming to the property, what is the procedure for handing over keys/letting them in?

In accordance with Government guidelines regarding Coronavirus, home repairs and maintenance can continue.

Please call the lettings management team to discuss this further if you have any concerns.

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What happens in case of an emergency repair and I am self-isolating?

If the property is managed by us, then contact our Property Management team. We are working closely with contractors to ensure safe methods of working are used in line with Government guidelines.

Please make sure you let our team know you are self-isolating and any important information we will need to maintain a safe working environment for both you and the contractors.

My tenancy is coming to an end, but I don't feel comfortable with viewings taking place for prospective new tenants at the moment, can I refuse them?

For the meantime, we are trying to encourage online viewings, however some clients will need to view before making an application. The Government guidelines are that renting a home can continue in a Covid-secure way as it has in recent months.

I am due to move out in the next few days, can this still go ahead?

If the property is managed by us, then contact our Property Management team. If we don't manage the property, you will need to contact your landlord directly.