



We are all facing difficult and uncertain times at the moment and I wanted to take this opportunity to reassure you that we will be operating as normally as possible over the coming months. There will of course be some changes, but we will endeavour to make sure maintenance is carried out and safety inspections are done.

In order to minimise any risk to staff, contractors and yourselves, the office will effectively be closed for the foreseeable future and I shall be working from home. You will still be able to reach me on the office phone number and via email so please continue to contact me as needed.

There may be a delay in getting keys to contractors, and non-urgent maintenance may be postponed or take longer to complete so please bear with me on this. Any non-essential contact will be avoided so routine inspections will not be going ahead for the foreseeable future, and if you do require a visit from me, a member of staff or a contractor please observe advice regarding hygiene and social distancing and please advise me in advance if you or anyone in your household is ill or self-isolating.

Please continue to pay your rent as normal. There have been announcements of three-month mortgage payment holidays but many of your Landlords rely on the rent for far more than just the mortgage payment – for some older Landlords the rent you pay is their pension and their main source of income. In addition, the rent you pay your Landlord pays the people and contractors who look after and maintain your homes and perform the safety checks. Continuing to pay your rent means those that rely on it for their income will have the money to spend on the services/products that you provide and will help continue to keep your employment safe.

If you are genuinely struggling to pay the rent please let me know immediately and please pay what you can – even if it's only a small amount. I will then discuss the situation with you and your Landlord to come up with a payment plan. Any rent not paid during this period will still need to be paid, so please consider this. Please also approach the council for help with Housing Benefit/Universal Credit, the Government have promised to help people who need it during this time so make use of it. If you need anything from me to assist you with a claim please let me know.

You are protected from eviction during this time and Landlords will not be asking anyone to move out over the next three months so please don't be worried about asking for help/advice or informing me if you're struggling. We ARE here to help.

Those of you who's tenancies are coming up for renewal – your new agreements are in the post or will be posted out in due course. Once you've signed them please take a photo of the first page and email it to me before posting it back – this is particularly important if you're due a deposit refund. I will be checking the post whenever possible but it may be several days between you sending it back and me receiving it, so please let me know to expect it.

Finally, if any of you need help with shopping or day-to-day activities, and if any of you are able to help those that need it please let me know so that I can put people in touch with each other. We all need to be helping each other at the moment and ensuring we all come out of this with our health, homes and businesses intact.

Stay safe and well,

Amanda Jones

Office: 01793 554780

Mobile: 07971 782694

Email: amanda@amandajonesproperties.co.uk