

Viewings	0121 726 9417	enquiries@pcealettings.co.uk
Property management	0121 726 9418	propertymanagement@pcealettings.co.uk
Accounts and payments	0121 726 9419	accounts@pcealettings.co.uk
Tenancy applications and renewals	0121 726 9420	tenancy@pcealettings.co.uk
Reports and administration	0121 726 9421	admin@pcealettings.co.uk
Valuations and landlord queries	0121 726 9422	enquiries@pcealettings.co.uk

Dear Landlord

We are continually reviewing how best to look after your property interests whilst protecting your tenants and our people in the evolving situation brought about as a result of the Coronavirus pandemic. Please be assured that although Government guidelines are being followed, we are committed to trying to maintain a 'business as usual' approach to what we do for you.

#### Properties currently on the market or due to be marketed soon

- We are attending appointments but checking in advance to ensure that we are not meeting anyone who is from a household where there is an occupier who is self-isolating/has relevant symptoms
- Our team colleagues have been provided with disposable gloves and have sanitisers
- Every viewing is now restricted to one interested party (up to two people) per viewing
- We are asking everyone we are meeting to maintain 'social distancing' per the government guidelines
- Viewers will be asked to refrain from touching any surfaces/door handles etc at the property
- At the time of emailing, we have not experienced any drop in viewing demand
- We all hope that the current financial uncertainty will be short-lived, however, if this has caused you to consider your rent protection options, Jayne and Jenny from our Applications Team can guide you

#### Properties already tenanted and under management

- We will work diligently to secure rent from tenants and update you as soon as possible in cases of difficulty. Last week we published the Government's Guidance on Support for those affected by Covid-19 on our website - <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19/support-for-those-affected-by-covid-19>
- As far as practicably possible we will continue to ensure that legal compliance matters such as the annual gas safety checks are completed on time
- Our contractors are committed to ensuring that they attend all emergency situations and assist us to support you in fulfilling any Section 11 repairing issues (subject to access)
- We will continue to advise tenants of the priority of their repair but, additionally, we will request that they bear with us for any low and medium priority repairs
- We will undertake all final inspection appointments at the end of tenancies, however, with immediate effect we are postponing all periodic property inspections. These will be resumed as soon as possible.
- We are emailing all tenants of managed properties with our guidance at this challenging time

Whilst we are all finding ourselves in a continually evolving situation, I assure you that we are reviewing and recalibrating each aspect of the service we provide on a daily basis and remain committed to delivering the best service we possibly can to you; further updates will be provided, as necessary.

Thank you for trusting us with your property interests. You remain our number one priority.

Kind regards  
Fiona Barbour  
General Manager of Residential Lettings

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