

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 Tenant

If you are worried about Coronavirus and how it will affect your Tenancy, we want to reassure you that we have taken action to ensure that you, your landlord's interests and our team colleagues are protected in the evolving situation brought about as a result of the Coronavirus pandemic. Although Government guidelines are being followed, we are committed to trying to maintain a 'business as usual' approach to what we do.

Repairs and maintenance issues & contractor access

- We need you to report ALL repairs issues on-line via our website <http://www.paulcarrlettings.co.uk/reportarepair.php>
- We will ask you to confirm that there is nobody in your household self-isolating/with relevant symptoms. The contractor will re-check there is no change to this before they attend.
- We will confirm the priority of your repair and aim to get the issue fixed as soon as possible. Emergency repairs and any Section 11 repairing issues will take priority. Where it is a low or medium priority repair, we will ask you to bear with us. ALL repairs will be subject to access and contractor availability.

Contractor access for annual gas safety inspections

- Despite the situation forced on us by Coronavirus, it is still necessary to have a gas safety inspection completed annually. This is both a legal requirement and is very IMPORTANT for your health and safety.
- Our gas contractor partners will contact you as normal to arrange this.

Paying your rent

- We understand that your financial position may be adversely affected by Coronavirus, however, **continuing to pay your rent is extremely important**. The government is supporting this situation. Please see the following Budget 2020 Government's Guidance on Support for those affected by Covid-19 - <https://www.gov.uk/government/publications/support-for-those-affected-by-covid-19/support-for-those-affected-by-covid-19>

End of tenancy inspections

- Our renewals team will contact you to confirm arrangements for returning your keys at the end of your tenancy.
- We will carry out our inspection of the property and contact you afterwards either by email or phone. We do not need you to attend this appointment.

Periodic inspections

- As a *temporary* measure we are postponing all periodic property inspections. These will be resumed as soon as possible.

We are in a continually evolving situation and further updates will be provided, as necessary. Please ensure that you check our website regularly.

Thank you
Kind regards
Paul Carr Lettings

"With you every step of the way"

The largest independent estate agent in the West Midlands with offices in:

Aldridge – Brownhills – Burntwood – Erdington – Four Oaks – Great Barr-

Great Wyrley – Hamstead- Kingstanding – Streetly – Sutton Coldfield – Walmley



www.paulcarrlettings.co.uk

Paul Carr T/A Paul Carr Estate Agents. Paul Carr is a member of ARLA.
Introductions only to Openwork Ltd, which is authorised and regulated by Financial Conduct Authority



3 times winner
Estate Agent of the Year

