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24th March 2020

Dear Landlord

Further to my email of 17 March, firstly thank you to all our landlords who have sent words of support and offers to stand by your tenant as far as practicably possible during this very difficult period.

We have continued to monitor and respond to the Government's Coronavirus Guidance. Every day has brought new challenges and has, of necessity, forced us to make changes to our service offering. We remain committed to looking after your property interests whilst protecting your tenants and our people in the rapidly evolving situation brought about as a result of the Coronavirus pandemic.

As at the time of emailing, our Government is telling us to stay at home unless it is *absolutely necessary* that we leave our home with a list of qualifying exceptions. We have very quickly moved from being politely asked to adhere to our Government's request for social distancing etc. to the new status of 'Lockdown'. Whilst, individually, we may view a course of action as absolutely essential to us, the Government has rapidly gone from a position of appealing to our good sense of citizenship to one where we are not permitted to do anything which will potentially compromise the life of a fellow citizen. With that in mind, we are immediately progressing our business continuity plan to support you through remote working and temporarily closing our office.

By investing heavily in technology, although our doors are not open, we are able to support much of our accounting, property & tenancy management functions during this period. We have a reduced but dedicated team who will work tirelessly for you behind the scenes. Email and telephone traffic will be re-directed and centralised. We ask that you please bear with us, whilst we bed these arrangements in.

However, for all properties in the marketing/application stage it has now been necessary to deal with existing applications in a strict order. We have prioritised our work to ensure that the number of properties where we believe a viable let can realistically be achieved is maximised bearing in mind the legal requirement for certifications, referencing and an applicant's ability to financially support a new tenancy.

It is our aim to keep in touch with all our landlords and tenants throughout the challenging weeks ahead. Currently the Coronavirus Bill is 360 pages long. The Government hopes to have this passed before the end of this week. I will update you as soon as possible on how that will affect your position as a Landlord. However, there appears to be no relaxations in the requirement to have an annual gas safety check, for example.

I assure you we understand the importance of securing rent for you as you have your own individual needs. With the current financial uncertainty, genuinely many tenants may not know exactly what financial support they could be entitled to. Our team will be working with tenants to establish individual circumstances and keep you up to date.

We remain committed to delivering the best service we possibly can to you; further updates will be provided, as necessary. I encourage you to please check our website regularly www.paulcarrlettings.co.uk

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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