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25th March 2020

Dear Tenant

Further to my email of 18 March, firstly thank you to all our tenants who have already been in touch to inform us of their individual personal and financial circumstances during this very difficult period.

We have continued to respond to the Government's Coronavirus Guidance. 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. Accordingly, we have had no option but to temporarily close our branches.

However, through home working, a small team of Lettings colleagues are working to support you with any urgent issues you may have.

For any urgent repair issues, please refer to 'report a repair' on our website - www.paulcarrlettings.co.uk. There is helpful guidance which may assist you to resolve an issue, even temporarily, pending a contractor contacting you. Our contractors are committed to supporting repairs and will call you initially to discuss your issue. Please note that all parties Coronavirus' status will need to be checked before a contractor agrees to attend. We request that you follow the social distancing guidelines at any appointment. For genuine emergencies only, please call 0121 726 9412.

Since last contacting you, we are pleased to see that the Government is acknowledging the financial support that most tenants will need and are putting measures in place to provide that. To protect tenants, they have also addressed the notice period your landlord is required to give you.

We fully appreciate that, at this stage, you may not have been able to establish exactly what financial support you are entitled to. Details are emerging every day and each individual's situation will differ, depending on whether you are employed or self employed. Where getting support is dependent on you making a claim, we urge you to start that process now if not already in hand.

These are very difficult times for everyone but please understand that it remains our job to keep your landlord informed about rent. Our team will be in contact with you as soon as possible to understand your individual circumstances.

Thank you for your cooperation during these unprecedented times.

Kind regards

Fiona Barbour
General Manager of Residential Lettings

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