

Tenant Update 26th March 2020

Please find below our most up-to-date communication to you as tenants in properties with John Goodwin FRICS.

I'm sure many of you have been monitoring the current Coronavirus situation and share our deep concerns with exactly how this situation develops. Many of us are as worried and concerned as you are and we are closely monitoring all updates and guidance carefully.

The government has now imposed a lock-down on the country and this has resulted in us closing all offices to the general public with key workers operating remotely for the foreseeable future.

We are also currently suspending all physical visits to all occupied properties as part of new guidelines and protocol for non-emergency visits.

Many of you will soon be advised to follow the same guidance from your employers and we were pleased to see the government offer some form of security to most of the country's workforce by confirming most will be able to receive the majority of their normal income and hopefully increase their chances of retaining their jobs or vocations in the event of being self-employed.

We were delighted to see the government also announce new legislation to protect tenants in the private rented sector and offer Landlords the opportunity of securing mortgage payment holidays to try and prevent any financial hardship.

We understand that the government has announced policy that will require all non key worker citizens to remain in their properties for an initial period of three weeks, to reduce the potential threat and spread of the virus.

Following these announcements we would like to advise you of the following updates and changes to our policies:

Changes to S 21 notices from Landlords

As of 26th March, until 30th September, Landlords will be required to provide any tenant with three months notice on any S21 notices (notice to quit or terminate a tenancy notice) on any of our current tenancies. This changes from the standard two months notice which is usually required.

The new rules mean that granting possession is not stopped completely, rather the Government has chosen to extend notice periods. However, the UK Government has the power to alter the three-month notice period to six months or any other period.

Any tenancy that is nearing the end of its fixed term contract will automatically rollover into a periodic contract. You do not have to request a new fixed term contract if you intend on remaining at the property. All you need to do is contact us to notify us you wish to remain in the property.

Any tenants wishing to end their tenancy at the end of their current fixed term can do so by notifying us of their intentions. The end date will be on the last day of the fixed term, however it

would be appreciated if you could provide us with as much notice as possible of when you plan on vacating, so we can manage the process accordingly

If a tenant in a periodic contract wishes to leave their current periodic tenancy, they can do so by issuing one months notice at any point.

Viewings at properties due to be vacated

We will no longer be offering face to face viewings at any occupied properties.

In the event that any tenant due to be vacating a rental property displays symptoms of the Coronavirus, then we will work with them to ensure they remain at the property in line with government guidelines.

Maintenance works

We are currently monitoring current guidelines to keep our tenants and contractors as safe as possible. Our contractors are extremely busy and there is already evidence that some contractors are deciding to isolate themselves.

We fully appreciate this may prove to be a very difficult process to manage however, we would ask you at this time to continue reporting issues to us as normal

We do expect minor issues to remain a low priority until restrictions are lifted and any real emergency situations will hopefully be able to be dealt with as normal. We foresee that in the event that an emergency situation needs to be attended at a property, we will have to ask for the occupiers of the property to isolate themselves into an area of the property away from the contractor to allow the works to be undertaken safely and if you or a family member has any symptoms please let us know before the contractor arrives.

We are currently awaiting guidance on the provision of gas safety inspections, Energy Performance Certificates and electrical inspections

Interim property inspections

For the time being interim property inspections have been placed on hold. This will be reviewed and possible video inspections will also be considered.

Rent payments

We have been contacted by a number of tenants (and landlords) who have been severely impacted by current events. We fully expect many more calls from people who have been impacted financially by this crisis. Whilst we cannot offer any one size fits all advice on how we are all to deal with the current situation, we want to reassure you that we will try and help as much as possible regardless of how difficult the situation is.

We would ask that in the event of not receiving your normal level of income to check what support and assistance is on offer from the government or your employer. Secondly, you need to communicate your situation to us as soon as you can to confirm what amount of rent you are

JOHN
GOODWIN

THE PROPERTY PROFESSIONALS

EST. 1981

genuinely able to pay. The sooner you can contact us, the earlier we can start having the difficult conversations with all parties concerned

We hope this has helped, we will continue to update you over the coming days and weeks. Please, please remain safe and continue to interact with us as you feel able to. Updates will be posted to you directly and we will be posting content on our social media sites. We have posted a Covid-19 policy update on our website which will also be reviewed on a regular basis

Kind regards to you and your families in the meantime

John Goodwin FRICS