



30th March 2020

The Government has now produced a document to advise Lettings Agents on how to proceed during the Corona Virus lock down period. **Honey Lettings** will be following the guidance and have put changes into place.

Government Document :

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876500/Consolidated_Landlord_and_Tenant_Guidance_COVID_and_the_PRS_v4.2.pdf

Note : Italic text taken directly from the government document

We won't be ...

- We will no longer be carrying out viewings for potential tenants
- Although we are happy to discuss new properties we will be unable to start marketing
- We have removed properties from all on-line portals
- Our offices are currently closed to the public
- We have suspended quarterly inspections of managed properties

We will be ...

- We will still be carrying out safety Gas Safety checks and Electrical Safety checks where this can be done safely and where the tenant is not infected.
- We will continue to collect and distribute the rental income.
- We continue to take calls requiring maintenance issues and, where issues fall within the categories requiring immediate help, we are organising the relevant contractors.

Good management requires regular review and maintenance of a property, but we understand that planned inspections may be more difficult at this time. However, that is no reason to allow dangerous conditions to persist.

*You should inform **Honey Lettings** early and engage constructively in the event that you encounter any issues with the condition of their property, and the effect of current restrictions should be considered.*

- - *If there is a problem with the fabric of your building, for example the roof is leaking*
- - *If your boiler is broken, leaving you without heating or hot water*
- - *If there is a plumbing issue, meaning you don't have washing or toilet facilities*
- - *If your white goods such as fridge or washing machine have broken, meaning you are unable to wash clothes or store food safely*

- - *If there is a security-critical problem, such as a broken window or external door*
- - *If equipment a disabled person relies on requires installation or repair*

Where an issue is critical to your health and safety (see above), we strongly advise you take additional measures such as remaining in separate rooms during any visits and following Government advice on hygiene and cleanliness before, during and after visits. You do not need to have direct contact with anyone visiting your property to carry out repairs. In these unprecedented times we encourage tenants and landlords to take a pragmatic, common-sense approach to non-urgent issues which are affected by COVID-19 related restrictions.

Tenants (Payments)

Tenants should continue to pay rent and abide by all other terms of their tenancy agreement to the best of their ability. The government has a strong package of financial support available to tenants, and where they can pay the rent as normal, they should do. Tenants who are unable to do so should speak to their Landlord (or for managed Honey Lettings) at the earliest opportunity.

For more information please read the Governments full document which can be found on the above link. The team at **Honey Lettings** are here to help and happy to talk about any issues you may have.

Team

Honey Lettings

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