

COVID-19 Tenant information

With ever changing and evolving circumstances surrounding COVID-19 we wanted to keep you informed as to how we are dealing with the possible impact this may have on your tenancy.

As this is a constantly changing situation, we are advising all tenants to keep a regular check on the government updates and guidelines.

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

<https://www.gov.uk/government/organisations/public-health-england>

Have you been overseas? Are you self-isolating?

We ask that all tenants who have recently been overseas or may already be in self-isolation to let us know as soon as possible. This information would be best received in writing by emailing us at info@riverside-property.co.uk

It is crucial for us to ensure the safety of yourselves and anyone else who may in normal circumstances be required to come on-site or visit your property. Please let us know immediately if you fall into this category of recently travelling or self-isolation.

Routine inspections and property viewings

Both property managers and tenants have ongoing legal and insurance obligations relating to routine inspections and property viewings etc and COVID-19 does not remove these. Any tenant who is unwell or in self-isolation should inform us immediately by emailing

info@riverside-property.co.uk so we can postpone your upcoming scheduled inspection or viewing once your self-isolation period comes to an end.

Property maintenance and repairs

Please continue to inform us of any repairs or maintenance issues at your property via the

Fixflo system as per your obligations under the tenancy agreement. It is important to understand in this ever-changing situation that emergency repairs will be prioritised and any non-urgent repairs will be dealt with on a case by case basis.

An emergency repair could be classed as anything which is likely to cause injury to people or property should it not be fixed, or something that is legally required to be in place such as hot water, heating etc.

Please be mindful that contract companies will be operating their own Covid-19 policies and may become limited, we will continue to monitor this as the situation progresses.

Rental payments and arrears

Tenants are required to continue paying their rent as per their obligations under the tenancy agreement and sections of the relevant Act. We understand, however, that situations may arise due to COVID-19 on a case by case basis. If for any reason your ability to pay your rent by its required date may be compromised, you should let us know immediately, in writing to

info@riverside-property.co.uk Our standard arrears monitoring process remains in place throughout this situation, and breach notices will continue to be sent, where applicable. We encourage your open and transparent communication in respect of your rental payments.

Health & safety obligations

Under health and safety acts across the UK, we have an obligation to ensure the health and safety of all who may be involved with access or being onsite at your property. This can be you, your property manager, trades people or an attendee at a property viewing. For this reason, we again ask that all tenants who have travelled overseas recently or may be in self-isolation to let us know as soon as possible. This confirmation would best be received in writing by emailing us at

info@riverside-property.co.uk

General consideration and disruption

The COVID-19 situation continues to change on an almost daily basis and during this time we will be fielding a large volume of calls and enquiries. We want to respond to as many of your concerns as possible so we ask that you are patient during this time. However, if your matter is urgent please do not hesitate to call or email us at info@riverside-property.co.uk.

Closed door policy

To mitigate the risk of contamination, we are currently operating a closed-door policy. Please consider whether your visit to the office is essential. Rents can be paid by telephone if you do not have payment arranged via your bank. In house measures to minimise contact have been put in place for those who are unable to avoid a visit to the office.

We thank you for your patience and understanding throughout this situation and stress that your health, well being and safety are paramount to us. We encourage open communication at all times should you have any concerns or questions and advise all tenants to continue checking the Government websites for the latest developments and guidelines.

With very best Regards from the Riverside Team