

MARCHANTS

Lettings



For the attention of all landlords

Following the current concerns over the Coronavirus, we want to assure you that we are doing everything in our power to keep our clients, staff and any persons who may use our services safe and reassured. We have both staff and client policies now in place to try to prevent any possible spread of the outbreak. We would appreciate if you could please read this carefully and comply with these terms.

If we are either fully managing your property or responsible for arranging any services, the following will apply to you: If a tenant answers **YES** to any of the questions below and we have to delay any required services including mandatory checks and repairs, we will have to take the decision not to proceed until it is safe to do so. Because of this, we will confirm in a letter or email to both you and the tenant stating the reasons for the delay and the subsequent appointment so that you as the landlord and ourselves as the letting agent will not be in breach of the law.

If you are a Landlord in occupation

Please notify us if you have any of the following;

- You are unwell or have any of the following symptoms: a cough, difficulty breathing or a high temperature
- You are in self-isolation
- You have been in contact with someone with the Coronavirus within the last 14 days
- You have travelled abroad within the last 14 days

Advice we are offering landlords in occupation and tenants

When making an appointment we will also ask viewers, tenants and contractors the same questions as we have asked you above to ensure your property is in safe hands during the following months.

If we are due to conduct a viewing or appointment at your property, please may we ask you to open all internal doors, curtains and blinds prior to the visit as we have asked our staff and viewers not to touch any hard surfaces, soft furnishings or objects where at all possible, including doors, walls and worktops. We have requested that our staff and viewers use hand sanitiser before entering the property but if you have any to keep by the entrance this is also a good idea as there is a current shortage.



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