



**PROPERTY  
MANAGEMENT**



## GUIDANCE DURING THE CORONAVIRUS PANDEMIC

Given the developing situation, that is in some circumstances changing daily, if not hourly, we have put together a list of FAQ for our clients to ensure we are giving the most proactive information possible and to reassure you that the team are fully committed to ensuring that within our control, we will try to be "business as normal" when even the world, is not as normal.

We're all thinking the same things as you and asking the same questions - we all have bills to pay or possibly families to feed. This is why we wanted to collate and send you some important information relating to support available to you from UK Banks and the Government. Now more than ever, if you find yourself struggling, the likelihood is that there will be support available - so do ask the question!

All information has been taken from the government website, please ensure you visit these sites incase information changes.

### GENERAL INFORMATION

#### Where can I get more information?

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

RNL Main Phone - 0113 3229169

Email: [info@rnlpropertymanagement.com](mailto:info@rnlpropertymanagement.com)  
[maintenance@rnlpropertymanagement.com](mailto:maintenance@rnlpropertymanagement.com)  
[accounts@rnlpropertymanagement.com](mailto:accounts@rnlpropertymanagement.com)

OOH - 07584022800

For genuine emergencies only in relevance to maintenance outside of business hours.

Do not abuse this service.

NHS Helpline - 111

The below links will help you assess your situation in terms of being eligible for Universal Credit or Statutory Sick Pay if you are unable to work:

Gov.uk re Employers or Employees:

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

Statutory Sick Pay Guidelines:

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

#### What is social distancing?

**As part of the strategy for slowing the spread of the virus, the Government is suggesting that everybody try to practice social distancing as much as is pragmatic. Communication is key**

The suggested practices are:

- 1 Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.
- 2 Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible.
- 3 Work from home, where possible.
- 4 Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs.

- 5 Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- 6 Use telephone or online services to contact your GP or other essential services.

**Any of our tenants that fall into the higher risk categories, MUST make us aware, so we can update your profile and ensure your landlord/and or contractor is made aware.**

### **What is self isolation**

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

### **What measures do RNL have in place to continue working?**

The RNL office will no longer be accepting walk ins, as a preventative measure only pre-booked appointments, who have answered the questionnaire (and even then in extreme circumstances)

A member of staff will always be contactable from each department from 9am - 5pm, whether this be via phone or email. Our out of hours number will be available as normal - this is in genuine emergencies only. As we navigate through periods of self-isolation there will be times the office isn't manned full time but we are taking all steps necessary to cover this as best possible. All staff have the facility to work from home, unless they are unable to, due to sickness, we will ensure our clients are updated in any " worst case scenarios"

### **What if I live in a property with two or more persons and they are displaying symptoms?**

All tenants should follow government advice. Tenants should be encouraged to inform housemates if they are self-isolating or have become ill as the whole household will need to self-isolate.

### **What happens if my contract has come to an end, however I am self-isolating?**

We would need to assess this on a case by case basis. If your contract is coming to an end and you are self-isolating, we will need to be made aware as urgent. It is possible that costs may increase for deeper cleaning required, as we work with external cleaning companies a deeper clean will need to be carried out.

### **What happens if my contract is coming to an end, will I still be able to leave the property in the normal way and receive my deposit back?**

Yes, providing you are healthy and social distancing is practised, we should be able to continue as normal. The only time this may be affected is if the branch closes. At this stage we will advise any affected tenants of the new process. . It is possible that costs may increase for deeper cleaning required, as we work with external cleaning companies a deeper clean will be carried out.

### **What happens if my university course is suspended and I must fly back home?**

We are working with all tenants on a case by case basis.

It is imperative that you communicate with the accounts team, should this be the case, so your landlord can be made aware.

## **ACCOUNTS**

This is an unprecedented situation and we will work with you, and ensure you have proactive support.

### **I am a working tenant and I am facing the possibility of not being able to pay my rent, what should I do?**

We are working with all tenants on a case by case basis. Please note that Landlords are being flexible at this time and we will work with you to ensure you are supported.

Any working tenants affected, maybe able to claim housing/universal benefit to assist with any rental payments.

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

<https://www.gov.uk/universal-credit>

<https://www.gov.uk/housing-benefit>

### **What happens if I am self employed or on a zero hours contract and can not pay my rent?**

We are working with all tenants on a case by case basis. Please note that Landlords are being flexible at this time and we will work with you to ensure you are supported.

You maybe able to claim housing/universal benefit to assist with any rental payments.

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

<https://www.gov.uk/universal-credit>

<https://www.gov.uk/housing-benefit>

The Money Advice Service:

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

### **I need to buy utility tokens, what happens if the office is closed, or I have been required to self isolate?**

Please ensure you have a self-assessed stock of tokens, should you require them. Look at your average spend per month and look to add around 50% to cover for self-isolation as you will use more utilities during this time.

If you are unable to financially support stocking up, please discuss this with the team.

If the team are able, we will drop tokens to you.

### **As a landlord will my statement be paid as normal?**

The short answer is yes. If you currently receive a cheque, we will be in contact, if not already to request bank details and all statements will be sent via email.

**Please ensure you communicate with the accounts team as soon as possible, so we can ensure your Landlord is aware and work together.**

## **MAINTENANCE**

### **Will maintenance continue as normal?**

Unfortunately not, non-essential maintenance will not be carried out at this time, or an extended timeframe will be given.

We have created a list of further hints and tips, including links to You Tube videos that will help tenants. This can be found on the RNL website, under our news section.

Where tenants can be aided to resolve their issues remotely, we will provide a Whatsapp number for video calling / sending in photos to fault diagnose. The intention being to either remove the need for the contractor to attend or allow them to diagnose and more efficiently repair cutting contact time.

We urge you to answer our recent emails, with regards to stop tap locations etc.

Essential works, such as water supply, sanitation and heating failure will still need to be addressed. Landlords, their representatives and tradespeople will be following advice on social distancing, if a tenant is self-isolating.

If we need access for a repair, we will need to make a judgement on the urgency of the situation, for example, if there is an immediate risk to safety. If there is an immediate risk, we will attempt all possible steps to complete the repair.

Please respect we work with self-employed contractors and they will also have their own guidelines.

### **What if my annual gas or fire certificate is due during the time of self-isolation?**

If we are not able to carry out a check, due to self-isolation of the tenants, in these extreme circumstances we will keep an open communication between the tenant, landlord and contractor. We may also need to advise the local authority team that we have been unable to carry out a check, and arrange one as soon as humanly possible.

**We ask that tenants ensure their fire doors are closed at all times ( not propped open) and that detectors are not tampered with.**

**Please ensure you follow the tenancy agreement and DO NOT smoke within the property, light candles or anything else that may place yourselves and housemates in danger. This is risk to life and we need you to take this seriously.**

### **Will you be carrying out property visits as normal?**

Unfortunately not, we will be practising social distancing at this time. If there is a need for a property visit, we may be able to do this via Whatsapp video.

I hope the above information has been of help. If there is anything specific you are struggling with then please do let the team know and we will do our best to help. We can and will get past this.