

COVID-19 CRISIS

TO ALL TENANTS

The Directors of Payne Associates take the health and wellbeing of our staff and clients very seriously.

With the aim of encouraging “social distancing” and in the light of the government announcement on 23 March our offices will be closed until further notice. We aim to continue operating as best we can but trust that you will understand that unpredictable situations will be encountered.

We have been assessing the impact of the situation on our Landlord Clients, their Tenants and associated persons such as Contractors.

CONTACT

As we maybe facing staff absences due to self-isolation needs, our ability to take and deal with phone enquiries will be impaired. We would therefore urge all to communicate via email wherever possible and we will deal with them as soon as we can and in order of priority. You will no doubt have email addresses for those with whom you normally deal but if not, please email city@payne-cov.com from where it can be passed on accordingly.

STAFFING

We have made provisions for staff to work from home although the extent of their functionality may be restricted due to limitations of the technology available to them.

RENT PAYMENTS

Whilst we recognise that some people will be facing uncertainty as to their income streams, we are sure you will all realise that the rent for your property remains due to be paid on time.

If you are faced with such problems when the rent next falls due (1st April in most cases), we would urge you to let us know without delay so that we can relay this to your landlord.



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20 New Union Street
Coventry CV1 2HN

024 7622 2022
city@payne-cov.com



Earlsdon Office
221 Albany Road
Coventry CV5 6NF

024 7667 7000
earlsdon@payne-cov.com



Daventry Road Office
165 Daventry Road
Coventry CV3 5HF

024 7650 3070
daventryroad@payne-cov.com



Walsgrave Road Office
312 Walsgrave Road
Coventry CV2 4BL

024 7645 5555
walsgrave@payne-cov.com

You should at least try and make some payment and to seek whatever assistance is available to you via Universal Benefit/Local Housing Allowance or any other temporary measures that the government put in place. We acknowledge that this will probably take some time before receipt, so it is vital to keep us informed.

MAINTENANCE

We have concerns as to how landlords can meet their legal obligations, such as gas safety checks, when faced with possible lack of safe access to a property where tenants are in isolation and with limitations on the number of contractors available. We await specific advice but our professional bodies, Propertymark and the RICS, have been pressing government for guidance. We be adopting a common sense approach as such issues arise and would ask for your understanding and cooperation.

If contractors do need to call, for their own safety, they may well have measures in place and apart from exercising “social distancing” they may ask you to leave the property for a short while, perhaps into the garden, whilst they undertake any work. It is critical that you make them aware if anyone resident is displaying specific symptoms of the corona virus after which they may have to cancel their visit.

We will use our professional judgement in assessing and dealing with any issues that arise, especially those of an urgent nature such as failure of hot water and heating systems, gas and water leaks and major safety issues. However, there may be some unavoidable delays in dealing with them. If you do have an urgent issue, it can be reported via our online facility <https://payne.fixflo.com> giving as much detail as possible.

For the time being, we would ask that all tenants do not make requests for non-urgent and minor repairs so that the system does not become overburdened.

TENANTS SHORTLY VACATING

We have realised that some tenants who were planning to vacate soon, may not now be able to do so if they are self-isolating or if their onward accommodation arrangements are delayed or cannot be taken up. If this issue affects you and you have not heard from us, please contact us with details of your circumstances as a matter of urgency, especially if you are aware that we have replacement tenants lined up to move in.

INSPECTIONS

In line with government advise to exercise “social distancing” and avoid unnecessary contact with others, we have already taken the decision to suspend routine mid-term inspections. This will give staff more time to deal with the other challenges presented. They will of course be re-booked when the situation begins to return to normal.

We hope that you find the above information useful. If you have any concerns that have not been addressed, please let us know.

We are determined to see this crisis through and minimise the effect that it will have on all concerned. We have a dedicated team at Payne Associates working with us to bring this about and to keep our service levels going as best they can so that we can all come out of it in a strong position.

Above all, keep safe!

TONY TWIGGER FRICS FNAEA
Director