



Dear All

In light of the uncertainty and upheaval we all face due to the outbreak of Coronavirus (COVID-19), we wanted to write to you directly to keep you informed of the steps we're taking to ensure we are prepared.

No matter what happens, our number one priority will remain the safety of our partners, tenants, employees and the greater community.

We're also determined to ensure we can continue to help our partners, tenants and employee to live and work as comfortably as possible and here are some of the steps, we are taking to protect everyone in this ever-evolving situation:

1. There will be no property inspections
2. There will be no day to day maintenance unless in it is an emergency.
3. There will be no joint inspections with Housing Officers.

The following is a list of repairs that will be attended to:

- Defective heating and hot water
- Block drains and toilet
- Burst and leaking Pipes
- Gas Leaks
- Flooding
- Sink leaking
- Total loss of Electric supply
- Serious electrical fault, no lighting and/ or power
- Secure of property e.g. following forced entry including glazing and/or boarding if security is at risk.

PROPERTIES URGENTLY REQUIRED ACROSS LONDON

- No agency fees
- No management fees
- No void periods

Relax with guaranteed rent for up to 5 years



Cancellation and New bookings:

Cancellation: we will contact the tenants a few days before they vacate, to request them to leave the keys in the property.

New Bookings: Tenants for new bookings will be able to collect keys in the Safety key box that is erected on the wall outside our office.

We decided to take this action, as the health, safety and wellbeing of our tenants and our own employees is of utmost importance to us; just as we know it is to you.

We are monitoring the situation closely whilst following all government guidance issued.

Please rest assured that, we will continue to focus our efforts on continuing to deliver services to our residents. We also need to have the flexibility to adapt to the situation as it changes.

We will continue to keep you updated should there be any significant changes.

We're here to help and support you through this challenging time.

Should you have any queries, on any issues raised in this email please do not hesitate to contact us.

Best Wishes



Mr. Mahad Essa

Operations Director.