

COVID – 19 Update / Branch Closure

Following the announcement by the UK Prime Minister on Monday evening, we have taken the decision to restrict all access to our office to key personal only.

All staff will now be working from home were possible until the current guidelines are relaxed.

During this period the telephone lines will be monitored by a member of our team who will endeavour to answer your call as quickly as possible. Due to the unrepresented nature of events it may not be possible to answer every call however our team will endeavour to call you back as soon as possible.

Our Telephones lines will open 09:00 -17:00 Monday to Friday.

Email enquiries can be addressed as follows: info@maltingsproperty.co.uk

Emergency Out of Hours contact number: 07932 300809

In the interest of Health and Safety please DO NOT attend our office.

We thank you for your patience and understanding during this difficult time.

Stay Safe from everyone at Maltings.

COVID-19 BUSINESS UPDATE :

Maltings would like to take this opportunity to reassure all **Landlords** of the steps we're taking as a responsible agent in light of the escalating situation regarding the COVID-19 virus.

Maltings priority is the health and well-being of all customers and employees and the integration of safe working practices.

We have been following the expert advice laid out by the Government and Public Health Officials and will continue to heed their advice and act appropriately.

At present we intend to conduct our business in the usual manner albeit with skeleton staff and will remain open between normal business hours of 09:00 – 17:00 Monday to Friday.

If it becomes necessary, our property management and telephone systems can be accessed remotely and used by staff members working from home. In this event we will endeavour to keep any disruption to our valued clients to a minimum, however we would ask that you bear with us during this period as we endeavour to adjust to the ongoing situation.

Whilst we hope the majority of tenants are able to maintain regular rent payments throughout this period it is inevitable that some may not be able to pay through no fault of their own. We have written to all tenants urging them to contact us if they are experiencing financial difficulties in the hope that we can address each issue on an individual basis.

The Government has introduced a raft of emergency legislation and support for landlords in what will clearly be unsettling times for everyone. We ask that should you experience financial hardship or have any concerns regarding your ability to maintain mortgage payments that you contact your Mortgage provider and ask them to suspend your payments for 3 months.

As an agent we appreciate your business more than ever and will continue to provide support and guidance to our valued clients.

I thank you for your time and understanding and hope that we can all remain safe and healthy during these unprecedented times.

Maltings.

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In the event, that you wish to report a repair please bear in mind that many of our contractors have families and may not wish to attend. We respectfully request, that you only report urgent issues during this time.

The Government has introduced a raft of emergency legislation and support for tenants and landlords in what will clearly be unsettling times for everyone. We ask that should you experience financial hardship or have any concerns regarding your ability to maintain regular rent payments that you contact a member of our team via email who will guide you through your options and hopefully provide much needed re assurance.

Please email your concerns and brief details of your circumstances to : info@maltingsproperty.co.uk

I thank you for your time and understanding and hope that we can all remain safe and healthy during these unprecedented times.

Maltings.