

Business arrangements during the Covid 19 outbreak.

We are sure you are aware of the Covid 19 outbreak and the unprecedented position we all find ourselves in. This has been (and no doubt will continue to be) an ever and rapidly changing situation. We have been working normally but with heightened hygiene arrangements and utilising government advice regarding our day to day operations. We have done this whilst adhering to the wishes of others and the needs of all our clients, landlords, tenants and buyers. We will continue to work in this way until the government tell us otherwise.

Here we have outlined the position we will adopt during any forced shutdown, should this arise. As a responsible company we will comply fully with advice and instructions given so we play our part in halting the spread of the virus and return our city and country back to normality as quickly as possible. We have set our arrangements out in sections but all the information may be of use so please do take the time to read as much as you can. We have also added a FAQ section which may help. This information is subject to change. Should things change dramatically you will be able to obtain updated/current information if you contact us as directed below.

Office and Contacts

We are unsure if travel to and from our offices for any reason will be classed as essential so it is likely we will have to close our offices and all staff will work from home. We are happy to report that all our business systems are in the cloud and we can work normally from home. Our main office numbers will play a message explaining why the phones cannot be answered and how to contact us. We cannot provide anyone with personal phone numbers as this against company policy but should you request a call you should receive one. Our company is split into departments so we will all be available to respond to you via each of the departmental emails address' we have listed below.

Landlords, tenants and for all matters regarding let property please use lettings@alexandermay.co.uk

Vendors, clients, buyers, solicitors and professionals regarding property sales being dealt with by the Clifton office please use clifton@alexandermay.co.uk

Vendors, clients, buyers, solicitors and professionals regarding property sales being dealt with by the Long Ashton office please use longashton@alexandermay.co.uk

Tenants residing in managed properties should use the contact details given to them when they moved in the event of an emergency. If your property is not managed by us you will need to contact your landlord in the usual way.

We are a people business as such we understand that no solution will fit or suit everyone so we are happy to receive emails and calls from people who would like certain or special consideration for contact or attention to specific situations. In these cases please email Clifton@alexandermay.co.uk which is monitored by directors.

Lettings

Any let properties which have been agreed and are in the process of being approved and dates agreed will continue as normal. Documents can be emailed, signed and the process completed online. Fortunately we installed this system a few weeks ago.

Let properties that have been tied up already but are awaiting sign up and key handover will be subject to making individual arrangements which could include receiving prescribed information electronically. Please email for further information for your property and situation.

Properties on the market but not yet let. Clearly in a shutdown situation we will not be able to complete viewings but we are on hand to receive and deal with enquiries including discussion at length with prospective tenants. Our advice here is to leave the property advertised and let us carry on working for you.

If current tenant/s leave or new properties are required to be re-advertised we can do this easily whilst working from home. Please contact us as above. We will already have all the information we relaunch any property and match to databases etc.

Where a check out is required we will make whatever arrangements we can with ingoing and outgoing tenants to check as best we can condition of property or compare inventory to tenant supplied photos and the like.

Administering, registering and releasing deposits will continue as normal.

Rent payments will continue as normal with rents being paid to landlords as usual.

Sales

If your property is on the market but as yet no sale agreed it follows that many people will be at home and no doubt still house hunting. Demand won't diminish easily so it is important to leave the property fully advertised so we can take the enquiries. We will also receive a number of online registrations from potential buyers some of whom could be interested in your property. Clearly in a shutdown situation we will not be able to complete viewings but when restrictions are lifted we will be able to act on the interest received and tie sales up quickly. Our advice here is to leave the property advertised and let us carry on working for you.

If your property already has a sale agreed we will be working as normal to progress your sale including working where possible with any solicitors and professionals to get to the point of exchange. There will be obvious challenges in this process as we are reliant on others and in some cases a chain. I am sure we will come across new challenges as the days/weeks progress too, but what we can say is we will be working as normal to progress the sale as best we can for you.

FAQs

I am a tenant, can I stop paying my rent.

There is no provision in the tenancy agreement to stop paying rent. You will be in breach of the lease should you do so. At the time of writing help with rent is being discussed by the government but this provision cannot be agreed through us as agent. You are advised to let us know if you are in difficulties and we will pass this on to the landlord to determine any action.

Are my rent payments and deposits safe.

All rent and deposits are held in a client account protected by CMP (Client money protection). Deposits that are already registered are held by the DPS (Deposit protection scheme) so at every stage and whenever you pay us money it is protected.

I don't have access to email and I want to call you.

Please make these arrangements with us either before shutdown or ask a friend to email us on clifton@alexandermay.co.uk so we can make these arrangements on an individual basis.

I have a problem at my property and need help.

Please contact us on lettings@alexandermay.co.uk or the contact details you were given when you moved in the case of a managed property emergency. Please remember we will only be able to do what we are allowed to do in line with the current restrictions.

I would like to:

- Serve notice on my rental property
- Find out the position of my sale
- Get some feedback or advice
- Ask a question
- Contact someone
- Discuss a need.

Please use the email address' provided they will be monitored and you will receive a response quickly in most cases.

Finally

This is clearly a difficult time for us all. We do not want to add to anyone's stress and we would like everyone to stay safe. If everything is OK we will continue to do what we do quietly in the background. Please to do not mistake any silence as anything else except us not wanting to disturb you at this time. We are sure you have some personal relationships with our team/s and we would like to reassure you the team remain in post and fully committed as always.