



**PROPERTY  
MANAGEMENT**



updated 1st June 2020

## UPDATED GUIDANCE DURING THE CORONAVIRUS PANDEMIC

**We are now phasing a staggered return to branch and adapting to the new normal, in keeping with previous communication, we have created a list of queries and answers, to ensure we are as transparent as possible.**

There have been major changes in our industry since mid-May, one of them being, that house moves are now able to take place, ensuring that government guidelines are followed.

Of course this list is not exhaustive and you are welcome to ask any questions or raise any concerns you may have, all information provided has been taken from the government website, please ensure you visit these sites, incase information changes.

### GENERAL INFORMATION

#### **Where can I get more information from RNL?**

**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.

**The RNL office is closed to the public until further notice. Should you need to contact us, please do so via the above.**

**We can also offer, client Zoom meetings or WhatsApp video calls. If we do need to meet face to face, this will be strictly via a pre-booked appointment and in open air only, provided questionnaires have been filled out and both parties feel it is safe to do so.**

**NHS Helpline** - 111

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

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

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

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/>

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

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

<https://www.moneyadviceservice.org.uk/en>

## GENERAL QUESTIONS

**If you are displaying symptoms, self-isolating or shielding someone in your property, please follow medical advice and you MUST contact us, either by phone or email with urgency so this can be discussed – we may need proof of this, if this does indeed affect a legally binding tenancy agreement.**

We have been able to facilitate some contract extensions for a month or two, provided the property has not been let, or with consent from all parties involved, delay contract starts dates to accommodate any tenants still needing to remain in their property due to Covid 19.

Unfortunately, each case will vary depending on factors associated with the tenancy, for example if the property has let for the next academic year with another agent. If this is the case, we may still work around it if and where necessary.

### **What practices do you have in place to ensure the safety of your staff and customers?**

We are now adapting to the new normal, as above our office will remain closed to the public until confirmed otherwise. We will continue to successfully communicate via email, phone and virtual meetings.

The safety of all parties is paramount, we will be strictly adhering to social distancing, and government guidelines. We also have new office procedures in place to conform along with partitions and a new ventilation system for all staffed offices.

Should we need to meet with clients, as above you will be asked to fill out a non-invasive questionnaire and this will take place in open air only, if the other methods of communication are not suitable.

PPE is also available to all staff and contractors.

### **I do not have a property to move in to next year, can I stay here?**

For any tenants who have not found a property for the next academic year, we are working with agents, who have the facility to carry out virtual viewings and can be done so on various platforms, for example ZOOM – so you can still “view” the property as a group – do get in touch and we can ensure your details are passed along.

Viewings may also be able to take place if the property is empty or indeed with all parties being in agreement, whilst tenanted, please contact your agent who can provide more details.

Unfortunately, if the property has been let for the next academic year, you will not be able to stay in the property.

### **My tenancy ends on the 30th June, however my new tenancy doesn't start until the 1st July – can I stay an extra night?**

Unfortunately, this is a common predicament any year.

This is not always feasible due to fact, even more so this year, RNL need a clear 24/72 hours to ensure the property has had a check out/in inspection, ensure cleaned ( if required) and ready to hand to new tenants from midday on the 1st July.

Whilst you may think of only your property, we are managing over 350 properties during this 24 hour period, as above, even more so this year, we need to ensure these actions are carried out safely and conforming to social distancing and government guidelines.

### **How can I return my keys and can I return them before the 30th June?**

You will have now been provided with a moving out, key return pack. These were hand delivered to your property. Please ensure you have fully read the instructions, prior to returning them to the office, as information will need to be pre-filled. There are clear instructions on the branch windows and next to the post box, of what to do next.

Please note that we will be social distancing and unavoidable queues will be likely.

If you have returned back to your family home and have cleared your belongings, ensuring the property was cleaned thoroughly before departing, we can accept the return of your keys via post as long as they are recorded/signed delivery. You will need to advise who the keys are for. **Do not put the address.** You also need to follow this up with an email, so we know to expect them. Once received, we will confirm receipt.

**Any missing keys will be treated as a lock change.**

Please send the keys to  
2 Victoria Road  
Hyde Park  
Leeds  
LS6 1AT

**Can I return my keys on a weekend?**

Our office will be open on the Saturday and Sunday for your key returns. We will confirm our extended open days/hours via email nearer to the time.

**What do I need to do to for moving out?**

Please ensure you follow all the advice already given for moving out. You will need to ensure your property is cleaned, free from damages and secure, and return your keys to RNL. We will also be asking for your departure date and you will be able to update this in your tenant area, more details and full instructions will be sent out shortly.

**Are all the properties being deep cleaned?**

The property needs to be left in a good condition, clean and tidy, ready for new tenants to move in to, potentially 24 hours later. If this is found to be unclean when we inspect the property, we will have no other option but to arrange for a team of cleaners to attend as per the tenancy agreement. Cleaning attendance is ordered in priority of high, medium, and low, and if required we will send cleaners within 14 days of the start of the tenancy. However, we try where possible to ensure all cleaned within 72 hours. Cleaning a property can take some time and a lot of hard work, which can prove to be costly. The cleaning companies charge from £20.00 per cleaner per hour, depending on the severity of the clean. This includes industrial cleaning materials also.

**Can I use my deposit for my last month's rent?**

Unfortunately not, your deposit is held secure with the tenancy deposit scheme and we do not have access to this, until your tenancy has ended. If you are having difficulty paying your rental, please discuss this with the accounts team.

**Please refer to the FAQ that have been hand delivered with your key return pack and sent via email on the 26th May, if you have any tenancy/deposit related queries.**

RNL recognise that these have been exceptional circumstances and are working with tenants and landlords as best we can. If you are getting in touch with us, please be patient and courteous, we appreciate it.

**Lastly thank you. During this time, we have appreciated your patience, kind words and gestures, along with the communication we have received and on the whole, we have been able to work together to support each other during this pandemic.**

Take care of yourselves and each other.

Best wishes and keep safe.

**The RNL Team.**