



Rent – COVID 19

Dear all,

Thank you for the all the comments and questions received last week via WhatsApp in response to the UWE Student Union letter to Landlords.

The Government advice (<https://www.gov.uk/guidance/government-support-available-for-landlords-and-tenants-reflecting-the-current-coronavirus-covid-19-outbreak>) regarding rent payments is clear:

Tenants are still liable for their rent and should pay this as usual. If they face financial hardship and struggle to pay this, support is available. In the first instance they should speak to their landlord if they think they will have difficulty meeting a rental payment, and in this unique context we would encourage tenants and landlords to work together to put in place a rent payment scheme.

In line with the Government advice (<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees>) most working adults will either still be working from home on full wages or furloughed on 80% wages.

For those students who are receiving the student loan scheme (<https://www.gov.uk/guidance/guidance-for-current-students#will-my-payments-be-delayed>) those payments will still be made.

Will my payments be delayed? No. SLC can confirm that students will receive their scheduled or next instalment of their Maintenance Loan at the planned start of their summer term, regardless of whether their university or provider has made alternative arrangements for teaching.

Unfortunately, there will be a small number who fall through the gap and are not eligible for government support, including us. Because of the duration we have been operating and the way our business is arranged and split across several different activities, we are not eligible for any of the support packages put forward by the government.

We live in unprecedented times with huge financial and emotional stresses on us all. We are not a large property rental company with many properties hiding behind an impersonal lettings company. We are a small husband and wife team and give out our personal numbers to be on call day and night. When you have a problem, or something needs addressing it is us you speak to or see. We don't have huge reserves that we can dig into, particularly at this time.

What we may be able to offer retrospectively is a cashback on energy not used. We appreciate most of you have moved home and are unlikely to make use of the property again within its tenancy. If the energy bills drop (which they should) I would like to be able to return 10% of the rent for each month from April 2020 onwards. This has to be retrospective as I don't receive the bills until after the month but once we have April/May we can make a guess on June.

In summary, we would like to thank you all for taking the time to read this. We would ask you to continue to pay your rent as normal. If you are going to struggle to make a payment, then please talk to us BEFORE the rent is due so we can look for a suitable solution, although please don't be offended if we ask for further information and details. We reiterate that communication is key. Hope you and your families all stay safe.

Regards

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