

Landlord And Tenants Advice

With the rapid changes affecting society as a result of COVID 19 and increasing levels of isolation being advised, we would like to reassure you that we are continuing to provide our usual level of service to landlords and tenants. Our staff will continue to be available on our usual telephone numbers with contact details available here.

The safety of our tenants, staff and contractors is paramount and so until further notice certain aspects of your tenancy management will require to be dealt with differently.

Maintenance and repairs

Repairs will be limited to emergencies and any issues that are absolutely necessary.

If a contractor requires to attend your property we must know in advance if you or a family member is self-isolating so that we can ask the relevant contractor to respect this and to put appropriate measures in place to ensure the safety of all parties.

It may not be possible for a contractor to attend your property if you or a family member is suffering from COVID-19 so please advise us if this is the case when you contact us.

If a contractor cannot attend your property then we will endeavour to get a contractor to contact you by phone to discuss the issue.

Access to your property

We will try to limit the need to access your property for any purposes other than emergency or necessary repairs and visits required for compliance purposes like updating gas safety certificates.

These visits will be subject to the same checks as emergency and necessary repair visits.

If the property you are renting is currently on the market then we may ask for your assistance with viewings but these will not be carried out without your agreement and safety checks will be carried out before anyone attends your property.

Rent

If you are worried about payment of rent then please seek your own advice on any benefits that you may be entitled to. You can get free advice from:

- [Shelter Scotland](#)
- [Citizens Advice Scotland](#)
- [The Money Advice Service](#)
- [Scotland's Financial Health Service](#)
- [Stepchange](#)

The Government is planning to issue guidance on rent and evictions so we suggest that you keep an eye on the media for updates.