

Galbraith

Guidance for Landlords

With the rapid changes affecting society as a result of COVID 19, and increasing levels of isolation being advised as a prevention measure, 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 which can be found [here](#).

The management of the tenancy or tenancies at your property or properties is paramount but so is the safety of our tenants, staff and contractors and so until further notice certain aspects of the service we provide on your behalf 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 the property we will check if the tenant 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 the property if the tenant or a family member is suffering from COVID-19. If a contractor cannot attend then we will endeavour to get a contractor to contact the tenant by phone to discuss the issue.

Access to your property

We will limit access to properties for any purpose 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 your property is currently on the market then we may ask the tenant for their assistance with viewings but these will not be carried out without the agreement of the tenant and safety checks will be carried out before anyone attends your property.

Rent

We understand that you will be very concerned about the collection of rent. Our staff will continue to actively pursue any arrears of rent on your behalf, and will keep you fully advised on any issues that may arise with regard to your tenants' ability to pay.

The Government announcement regarding a ban on evictions yesterday applies to England and Wales only although it is likely that the Scottish Government will also bring in similar measures. We will update you on this when further relevant information is available.