



## **JUST LETS THRAPSTON**

### **CORONAVIRUS POLICIES & PROCEDURES**

We continue to monitor the current Coronavirus situation carefully to ensure that we continue to offer our high level service to our clients are able to complete our management function to the very best of our ability: We will always but ALWAYS with the safety of our clients and staff.

#### **OFFICE HOURS**

Our office is Open for Business as normal and we can be contacted by telephone or email.

The administration office will not be manned throughout the day as we will continue to work remotely.

#### **LANDLORDS**

Our primary concern is for the safety of staff and our clients. So, for now, we are only conducting in-person viewings on empty properties.

**Virtual Tours.** We will make a video tour of any advertised properties. This virtual viewing will be sent to prospective tenants. We will arrange for in-person viewing if they remain interested.

**Property Visits (Managed Properties).** We are currently using a specific virtual visit questionnaire which we send to the tenant. This asked specific questions on condition of the property and fixtures and fittings. We ask for pictures of any reported issues. If maintenance is required, we do arrange for this to be completed.

## TENANTS

**New Tenants.** We are operating and able to set up new tenancies on vacant and advertised properties. Our procedures for doing this are briefly detailed below.

1. Register your interest in an advertised property through our website, Rightmove and other property portals.
2. We will send you some specific questions about your current status and situation.
3. A link will be sent to you so that you may see a Video Tour of the property and any garden space.
4. If you remain interested, then we can book an in-person viewing so you may make a final decision to proceed with an application or decline the property.

**Current Tenants.** You can continue to communicate with Just Lets office and staff through the usual channels – telephone or email. We can progress maintenance and repair issues and will continue to conduct property visits. Specific instructions will be sent to you directly.