

19th March 2020

Dear Tenant

Covid-19 – Best Practices for Tenants Living in Shared Houses

You cannot by now not have been made fully aware of the unprecedented disruption being caused by the rapid spread of Coronavirus, officially designated Covid-19.

Whilst this virus has the capacity to spread rapidly throughout the population, there are a number of simple measures that can be taken to help minimise the risk of infection for both you and for your fellow tenants.

Although buildings are efficient at spreading disease, experts see common areas, like lobbies and hallways, as low-risk areas. This is because you are rarely in close contact for a prolonged period with your neighbours. There is a better chance of contracting the virus from a co-worker who sits three feet away, or a family member or roommate.

Experts believe the risk in building's common areas as casual, at best.

Evidence suggests that the virus is not transmitted through ventilation systems.

We at Natural Lettings consider our tenants Welfare to be of prime importance and we would therefore ask you join with us in helping limit the risk of contracting Coronavirus within your own household by following the following best practices: -

1. Wherever possible, remain in your own rooms
2. If mixing with other tenants, avoid physical contact and maintain a distance of at least 2 metres from the other person
3. Wash your hands regularly, following the advice provided by NHS England on the following website page: www.nhs.uk/conditions/coronavirus-covid-19/
4. Ventilate kitchens, bathrooms and sitting areas that are shared as much as possible – open a window whilst occupying the room.
5. If you can, use a separate bathroom from the rest of the household. If not possible, please make it your policy to wipe down all bathroom and sanitary ware used with a mild disinfectant solution after use.
6. If anyone in the shared house is self-isolating, agree a bathroom rota that has them using the bathroom last. This should then be cleaned thoroughly by the user as per (5)
7. Use different towels, from other people in your house.
8. If sharing communal areas (kitchen/dining etc), agree a rota with other housemates to separate your mealtimes, thus minimising your exposure and personal contact
9. Try not to share crockery and nominate your own cups & mugs where possible. Use a dishwasher for cleaning if available.
10. Minimise the risk of infection by limiting visitors to the property. Natural Letting will

discuss essential maintenance issues with you and make an assessment based upon urgency. Please note that all non-essential maintenance and repairs may be subject to delay to minimise the possibility of contamination from contractor staff

Self-Isolation:

If you are a returning traveller from any destination outside of the UK borders within the last 14 days, then it is recommended that you self-isolate. Please make your Housemates aware of this situation and please contact Natural Letting on the details at the footer of this letter to advise us of the situation so that we can assist you and best attend to your interests.

The above may also apply if you are considered to be in a 'high-risk' group, currently designated as being over 70 years of age and/or suffering from any of the underlying health conditions noted on the NHS England site, that might make you more vulnerable to a transmission of the virus.

Please keep yourself updated and check NHS England site regularly, as conditions are changing daily and new updated advice should be followed in every case.

Financial Hardship:

Fortunately, many companies have been able to rearrange working practices by adopting home-working and online meetings in an effort to curtail the spread of infection and in these cases, there may be little or no effect to you from a financial perspective.

If you have been asked to or have chosen to self-isolate due to the reasons stated above, Natural Lettings would ask to be advised at the **earliest opportunity** so that we can work together with you through this difficult time.

In the event that you might have had a more serious and longer term workplace event (redundancy, longer-term layoff etc), Natural Letting would reassure you that as responsible agents, it will be our best intention to again, work together with you through this challenging time, however it is **vital** that you advise us of your situation at the **earliest opportunity** so that we can work with you to plan for any impact this might have on your ability to pay your rent, as and when falling due.

All we will ask from you is that you provide us with evidence of the event, which could be a letter or an official email from your employer informing you of the circumstances. Once in possession of this, one of our team will be in touch with you at the earliest opportunity to discuss your situation and to agree a way forward during this disruptive and stressful times.

NATURAL

The Natural Letting Company

We realise that these are difficult times for all of us and just want to reassure you that we are here to support and work with you in any reasonable way that can minimise the impact until daily life gets back to normal.

We wish you, your family and friends the very best. Stay safe!

Yours sincerely

David & Alison Frean
t/as The Natural Letting Company