



# PATRICK OLIVER

Estate Agents

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Patrick Oliver Ltd  
31 West Hill Road  
St Leonards on Sea  
East Sussex  
TN38 0NA

## **Managed properties – Patrick Oliver Ltd**

Dear Tenant(s) & Landlord(s),

We hope that you are well and healthy during this difficult time. We are thinking ahead, and acting professionally, so we will maintain normal operations as an online Local Estate Agency.

To offer you some updates regarding your tenancy and the management of it, please read below.

### **Property Maintenance**

#### **Propertyfile**

For all property maintenance reporting, from April 2<sup>nd</sup>, we will be setting up the Propertyfile Account, which is a dedicated website, and Tenant APP (Google Android and Apple Store), for you as tenants, to report any maintenance required at the property which you are renting.

### **Tenant and Landlord Responsibilities**

Please refer to your Tenancy Agreement and Move in Paperwork Welcome Book, which outlines your responsibility as tenant, and also, the landlord's equal responsibility.

As a guideline, you have a duty to behave in a fair and reasonable manner to maintain the property, and avoid excess wear and tear, as well as any damage to the property, and its contents included in the inventory report issued at the start of the tenancy.

**During these unprecedented times, whereby normal operations are challenging due to contractors personal priorities, please would you kindly only report urgent issues, and allow up to 48 hours for us to respond.**

**For emergencies, involving water; gas; security; electrics; and appliances, please send an email directly to: [infosk@patrick-oliver.co.uk](mailto:infosk@patrick-oliver.co.uk)**

We shall endeavour to keep you and the property safe and secure, and we hope that we can return to a safe and healthy way of life very soon.

### **Rent**

Regarding rental payments, the government is releasing constant updates, so we shall keep up to date. For now, we advise that you continue to pay your rent on the rent due date, until further notice. Landlords also have a responsibility to pay their mortgage repayments.

If you have your own rent protection, employment protection, and/or contents insurance, we recommend that you contact your provider as soon as possible.

## Emergency Situations

Should you have trouble paying your rent, you must email us at: [infosk@patrick-oliver.co.uk](mailto:infosk@patrick-oliver.co.uk) and provide us with the solution to making repayments from June 1<sup>st</sup>, in a fair and affordable payment plan for you and your family.

## Notice to Vacate

If you wish to move out, the government has advised no one to move until further notice, so please kindly inform us if you will be leaving the property vacant for longer than 1 WEEK. You are fully responsible for the safety, keys, and security, of the property during your agreed rental contract.

The landlords should not be serving any notice to vacate for at least the next 4- 6 months, so please rest assured that you are secure in your home.

If you would like a conversation with a member of the team, we are trying our best to handle all enquiries, so please bear with us, and we will contact you as soon as possible.

Best wishes,

Gemma

Gemma Patrick (Oliver)



**Gemma Patrick MNAEA MARLA**

Director Sales & Lettings

**Patrick Oliver Ltd**

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Registered address: 31 West Hill Road, St Leonards on Sea, East Sussex TN38 ONA

Patrick Oliver Ltd

Click the link to watch our company promo: <https://youtu.be/F-Wj4febyKQ>

