**Rent Payments During the Ongoing**

**COVID-19 Pandemic**

Dear tenants,

We’re writing to keep you up to date with the impact that the Covid-19 pandemic may have on your rental obligations and the services and the funds and benefits available for those whose income may have been affected by the virus.

The first thing we want to do is to reassure you that for the majority of tenants, business will continue as normal. The government’s view on this is that tenants will continue to pay rent and both landlords and tenants should abide by all other terms of their tenancy agreement to the best of their ability.

For those tenants whose financial circumstances have changed as a result of the Covid-19 virus, help is at hand. The government is encouraging landlords to be supportive and understanding and has also prepared a £500 million fund to assist affected tenants in staying in their homes, which can be accessed through local authorities. For more information, please contact your local authority.

If you have found your ability to pay your rent compromised, the first thing to do is speak to your landlord. Together, you may be able to reach a temporary agreement to pay a lower level of rent, with a plan to pay off all arrears at a later date.

You may also qualify for Universal Credit if you fall into financial difficulties as a result of a change to your employment or earnings. Find more information about Universal Credit at <https://www.gov.uk/how-to-claim-universal-credit>.



These are unprecedented times for us all and we will endeavour to support our tenants to the best of our ability. If you have any questions please contact us on *[insert agency phone number / email address].*

Kind regards,

*[INSERT YOUR SIGNATURE HERE]*