

# PM Estates - Covid-19 Update

As the Coronavirus (COVID-19) outbreak develops we want to keep you informed on the steps we are taking at PM Estates to minimise disruption to operations and maintain the well-being of our staff and clients.

## **Operations**

We are continuing to operate a full service out of our offices in line with our business continuity plan.

Selected staff in higher risk categories are already working from home and all our staff have the ability to work remotely from home as necessary and have full access to our networks and document management systems.

## **Renovation projects / Maintenance works**

As you are probably aware we create schedules of works and carry out various projects on behalf of our clients. We are assessing every live project / maintenance and will take steps to minimise risks whilst taking reasonable steps to maintain progress. If we have any major issues regarding the availability of contractors we will update you accordingly.

## **Contact us**

Please continue to call the office or email the person dealing with your matter and a member of staff will be happy to help. 01279 654646 [info@pm-estates.co.uk](mailto:info@pm-estates.co.uk)

## **Ongoing developments**

Please be reassured that we are taking reasonable steps to continue to provide the highest levels of service possible. Our current policies and procedures are under constant review and will be updated based on advice from the Government and consultation with our staff, contractors and clients.

We anticipate issues in relation to tenants being able to meet rental payments as millions of people will see incomes hit by the economic effects of the virus. The majority of our residential tenants are working in and around Stansted Airport where many of our tenants are being asked to take unpaid leave or may have to move to statutory sick pay, as businesses face the financial impact of the outbreak. We would suggest a sensible approach would be to consider a deferred payment scheme, especially as the Banks have told mortgage holders they can negotiate a payment holiday.

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## **Keeping PM Estates Clients safe from Covid-19**

**The residential sales, lettings and Property Management industry relies heavily on face-to-face interactions, we meet prospective tenants and purchasers in our offices, we conduct viewings for properties, often meeting with the owners, landlords or Directors.**

**Once a transaction is proceeding, we meet many times throughout the process and, for lettings, those interactions will continue throughout the tenancy with property inspections and maintenance appointments along with our Block Management clients.**

**It's important, therefore, that we are following the Governments advice and taking the appropriate measures to**

**not only keep our staff safe but to be able to continue doing business with our clients, vendors, buyers, landlords, tenants, lessees and Directors.**



**We shall be closely following the NHS guidance, confirming whether the person we are meeting has travelled to a heavily infected country, or whether they are aware of being in contact with an infected person. In these cases, we will have to ask for the appointment to be re-scheduled, if we cannot find a safe alternative.**



**We shall not be shaking hands or passing items that have been touched by bare hands. We don't mean to be rude and we are happy to offer an elbow-bump in greeting! If it makes you more comfortable, we can work to a 3-metre space between people where space allows.**



**We shall be regularly washing our hands with soap and a scrubbing brush throughout the day and all of our staff will be carrying hand sanitiser, we would expect the same courtesy from anybody we are meeting.**

**CORONAVIRUS**  
**WASH YOUR HANDS**  
**MORE OFTEN**  
**FOR 20 SECONDS**

**Use soap and water or a  
hand sanitiser when you:**

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food



For more information and the Government's  
Action Plan go to [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

**We understand that not all coughs and sneezes are due to the virus so we will be carrying tissues and we would ask for others to ensure they also have tissues on their person whilst present in meetings.**

# 360° VIRTUAL TOUR

**We will offer virtual tours of our properties using Facetime or WhatsApp on our mobile phones so that viewings can still commence, albeit digitally, on vacant properties or when Vendors or tenants are out of the house.**



**We shall carry antibacterial spray and ask Vendors or tenants who are leaving the property to also spray the rooms with disinfectant. We will ask that you take precautions not to touch surfaces and leave us to open the doors for you.**



**We are very happy to offer Video calls meetings for anyone with questions who do not wish to come into our offices. Of course, our property software allows us to transact digitally with paperwork, payments, accounts, contracts, etc.**



**For our fully managed properties, we will do our best to ensure that maintenance issues are dealt with, however, you must expect a longer turn-around and accept that we will be doing everything possible to handle your issue promptly. It may be a case that we have to deliver alternative electric heaters or water heaters if we are unable to fix an issue due to self-quarantine or engineer shortage.**

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**Tenant, if you feel you may suffer financial difficulty due to the coronavirus, please contact us via telephone or email immediately**  
**Call Us: 01279 654646**  
**Email Us: [info@pm-estates.co.uk](mailto:info@pm-estates.co.uk)**



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