

315 Vicarage Farm Road,
Hounslow, Middlesex,
TW5 0DR

   [blueestateagents](#)

Dear Customers,

The global spread of the Coronavirus (Covid-19) is affecting each one of us in how we live and work today. During this unprecedented and challenging time, we would like to assure our customers that we are doing all we can to maintain a high standard of Customer Care. Therefore, we have decided to close our office temporarily from this evening. Our priority right now is the health of our employees and customers.

Like many businesses, this decision has affected our capacity to deliver to our usual standard, but we are doing everything we can to maintain the best possible service for our clients. For those who need to get in touch with us our phone lines currently remain open, but we recommend the following options ahead of phoning in:

- Go Online to www.blueestateagents.co.uk and access our website where you can submit any enquires you may have
- Send an email to info@blueestateagents.co.uk

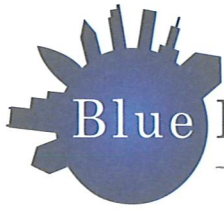
Sellers and Buyers

We are making every effort to support current sale transactions to see them through to completion, working closely with all third parties involved. Marketing activity is ongoing for properties that are still for sale. If viewings cannot be carried out as planned, due to the self-isolation of vendors, diary notes will be made to ensure we follow up promptly on your behalf when the relevant isolation period has expired.

Tenants

Tenants who are self-isolating are encouraged to make contact via phone or email. We can then ensure that your recovery time is not interrupted by repair or maintenance activity. This will be re-scheduled for a time after the expiry of your period of self-isolation.

If you have any concerns about your current tenancy, we recommend that you follow the usual communication route via the lettings Hub, your local lettings office or direct to your landlord.



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Landlords

All our standard services are currently operating although we'll make sure we inform you if this changes as the UK-wide situation develops. All regulatory requirements, for example, gas safety checks, should be carried out as normal.

If you haven't done so already, you may wish to review your Rent Protection insurance. These are policies that may provide valuable cover if your tenant is unable to work although please note that this product is no longer available to new applicants. We will be supporting landlords and tenants on a case by case basis where there is potential for tenants to fall into rent arrears.

For landlords who attend to their own repairs and maintenance issues, we recommend you review the following government publications and check-ahead with your tenant(s) prior to visiting your property.

We hope that this information has proved useful and we will, of course, be continuing to monitor government advice and guidance and provide any relevant updates to our teams on an ongoing basis and to our customers, as required. Ultimately, we wanted to advise you of the steps we have already taken and provide reassurances that we will continue to do all we can to support you.

If you do have any further questions or concerns, however, please do not hesitate to contact our local office who will try to help you; details can be found on our website.

Protect yourself and others from Covid 19.

- Wash your hands frequently with soap and water or alcohol-based rub
- Maintain social distancing
- Avoid touching eyes, nose and mouth
- Practice respiratory hygiene
- If you have a fever, cough and difficulty breathing, seek medical care early
- Stay informed, follow advice from your health care provider.

Stay Home & Stay Safe