

FAQs - Callaways & Coronavirus (Covid-19)

Callaways are taking measures to protect all those we work with.

Please read what we are doing to support our community.

1. Who is affected by Coronavirus?

EVERYONE including staff, clients, Landlords, Tenants, Applicants, Suppliers, Contractors, family and friends of all the aforementioned and visitors to our premises.

2. What could be particularly affected?

Our professional services including Sales, Lettings, Property Management, and Accounts. Also possibly affected are those of our contractors who carry out repairs and maintenance whether routine, non-routine, urgent or non-urgent.

3. Interruption of Services

We are in the process of carrying out our contingency plans and hope that our services will remain uninterrupted.

4. What are we, Callaways, doing to continue to operate in these unprecedented times?

We are arranging for our Sales, Lettings and Accounts teams to work from home, where possible, and where necessary. Our teams have access to our company software systems, mobile phones for receiving and making calls, and regular communication with all colleagues. We are looking to assure continuity of service. Our Hove branch may therefore be unattended at certain times. Please telephone us BEFORE attending the branch/office.

5. How might our services be affected?

We *may not* be able to arrange property maintenance as promptly as we would like due to:

- a. Staff shortages (e.g. sick-leave/self-isolation) and/or additional workloads
- b. Contractors being unavailable (e.g. sick-leave/self-isolation) and/or additional workloads
- c. Inability to access tenanted properties due to tenants' self-isolation

- d. Freedom of travel curtailed
- e. Inability to source replacement parts from suppliers

6. How will we continue to provide our services?

We will, as much as possible, continue to provide our services by:

- a. **Technology** - to include staff working from home with remote access to our systems; some members of staff will continue to work from branch/office – but please call us BEFORE attending the premises, in case we are out of office, on viewings, valuations, property visits etc.
- b. **Home-working** – by providing staff and colleagues with a safe environment in which to work

We are sure you will appreciate that our services may be limited due to circumstances beyond our control.

7. What can YOU do to assist?

Following Government advice, people are being asked to stay at home, and work from home if possible. Follow the guidance below of how to contact us.

<p>Tenants</p> <p>Rent: Continue to pay your rent as per your Assured Shorthold Tenancy Agreement.</p> <p>If, because of a change in your circumstances, you become unable to pay your rent due to financial difficulties, in the first instance, please contact accounts@callaways.co.uk with details.</p> <p>We will advise your Landlord accordingly.</p> <p>Repairs and Maintenance: Ensure that your property is kept safe and secure. Report repairs/maintenance in the normal fashion via our website, www.callawaysestateagents.co.uk, 'report an issue'. Once reported you will be able to track the progress of the issue via your PROPERTYFILE.</p> <p>Refer to your Assured Shorthold Tenancy and to your Emergency Pack, which was provided when you moved into the property.</p>
<p>Landlords</p> <p>Rent: If you do not receive your rent, you may not be able to pay your mortgage – let your mortgage company know and follow their advice.</p> <p>For specific queries relating to your rental statements etc contact us at accounts@callaways.co.uk</p>

Repairs and Maintenance:

Issues will continue to be managed via **PROPERTYFILE**.

Refer to your Assured Shorthold Tenancy and Terms of Business with Callaways.

Contractors

You may be unable to fulfil contracts if you have your own sick workers or sub-contractors. Advise Callaways accordingly.

Continue to use the current channels.

Call our office in advance on 01273-735237 to arrange collection of keys as our teams may be out of office or working from home.

Refer to Callaways' Terms of Business; or your Landlord if he/she is a self-managing Landlord.

Suppliers

You may be unable to provide Callaways with the service or supplies required. Let us know as soon as possible to enable us to take alternative action.

Refer to our Terms of Business/Contractual Terms/Agreement.

General Enquiries

If you have any queries, please email us at enquiries@callaways.co.uk and we will deal with your request as soon as possible.

Visits to our premises:

We kindly request that you refrain from visiting our branch/office until further notice.

If you wish to see us in person, please call for an appointment. Do not be offended if we ask you questions about coming into contact with Coronavirus. We aim to keep you and our colleagues SAFE AT ALL TIMES.

You can also contact us via our website: <https://www.callawaysestateagents.co.uk/contact/>

Stay safe!

Heather Hilder-Darling