



Landlord / Property Manager / Licence-holder



26 June 2020

Our Ref: HMO L/L Covid 19

Dear Landlord / Property Manager / Licence-holder

CORONAVIRUS (COVID19) AND STAYING SAFE IN HOMES WITH SHARED FACILITIES

I am writing to you on behalf of Telford & Wrekin Council to draw your attention to the important current UK Government advice for COVID19 with particular reference to rented properties for which you have a responsibility through ownership and/ or management.

The latest Government advice can be found at: <https://www.gov.uk/coronavirus>

It is important that you make every effort to ensure that both you and your tenants are aware of, and follow, this guidance including the landlord and tenant information and support available on our own website, which can accessed at - <https://www.telford.gov.uk/coronavirus>

Symptoms and Testing

If anyone within your property has symptoms of coronavirus (COVID-19), however mild, OR have received a positive coronavirus (COVID-19) test result, the clear medical advice is to **immediately self-isolate at home for at least 7 days from when your symptoms started**. Do not go to a GP surgery, pharmacy or hospital. Public Health England define coronavirus symptoms as:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

If any of the occupants have any of the symptoms above they **must stay at home** and arrange to have a test to see if they have COVID-19. If advice is needed about their symptoms or their symptoms worsen please use the NHS 111 online service at <https://111.nhs.uk/covid-19/> or call 111 if they cannot get help online.

Any other occupants of the property where an occupant has symptoms or has received a positive coronavirus test result will need to self-isolate for 14 days.



Whilst the Council are also providing information directly to tenants, we would be grateful if you would ensure that a copy of the attached 'letter to residents' (also available on our website) is forwarded to all your tenants as soon as possible. Wherever it is safe to do so, it is requested that you ensure it is displayed in a prominent place at the property for all householders to read.

As a landlord/property manager you should ensure that any common parts and shared facilities at the HMO are maintained in a clean condition, and that urgent health and safety matters at your properties are still dealt with promptly, in line with Government guidance as detailed at

<https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>.

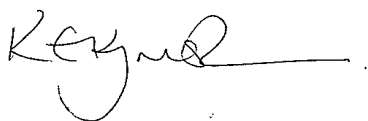
Contractors Working within the Property

During this pandemic you will still have a duty to ensure your property is maintained and repairs and testing of appliances is carried out.

In order to assist you with this please see the government guidance relating to individuals working in other people's homes <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

I recognise that this is a very challenging time for everyone and thank you for your cooperation at this difficult time; and please monitor the Council's website for updated advice - <https://www.telford.gov.uk/coronavirus>

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kynaston', with a long horizontal line extending to the right.

Katherine Kynaston

Director: Housing, Employment & Infrastructure