**INFORMATION FOR LEEDS FEDERATED CUSTOMERS**

**Rent payments/arrears actions**

**Q. Will Leeds Fed still be charging the full rent or charging a reduced rent as a result of Coronavirus?**

A.Rents will not be reduced and will continue to be charged as long as you are living in the property, however if you are experiencing financial difficulties in paying your rent then we will work with you to come up with an affordable repayment plan. We will do everything that we can to help you at this difficult time but it is important that you speak to us.

**Q. Will I be evicted if I cannot pay my rent because my pay has stopped or been reduced as a result of Coronavirus?**

A. We will work with you to come up with an affordable repayment plan, which considers your individual circumstances to deal with any rent arrears that have built up during this period. Please contact your Income Officer to discuss any concerns you have about paying your rent.

The government has said that it is looking at passing emergency legislation suspending new evictions, which means that legal action will not be taken against customers who find themselves in a difficult financial position as a result of Coronavirus.

**Q. I pay my rent on a rent card and cannot get out to make payments as I am self-isolating.**

A. If you have a debit or credit card, you will be able to pay your rent online. There are also a variety of other ways explained [here](https://www.lfha.co.uk/service-info/pay-your-rent/) on how you can pay your rent. As a last resort, keep your weekly rent to one side so it is ready to be paid after the 7 or 14 day self–isolation period and then pay it as normal.

**Financial Advice**

**Q. I have been working but my circumstances have changed as a result of Coronavirus. Can I get any benefits or help with my rent?**

A. The Government has announced a range of measures to support people affected by Coronavirus.

We would advise anyone needing more informationto visit

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

You should also be aware that:

* If you are ill or self-isolating and need to claim Universal Credit, you should ring the helpline number **0800 328 5644**
* Universal Credit advance payments are available without the need to attend a Job Centre
* Fit notes will not be required for Universal Credit Claims because of being ill or self-isolating due to Coronavirus.

**Letting Homes**

**Q. I have been offered a property but have to self-isolate. Will I lose the property?**

A. You will not lose the property if you have to self-isolate. Please be assured that we will arrange an alternative date for you to sign the tenancy agreement and move into your new home ensuring the wellbeing of both yourself and our staff. However, if you no longer wish to move then please let us know as soon as possible.

**Q. I have an appointment with my Neighbourhood Officer but can no longer make it due to child-care issues as a result of schools closing?**

A. Do not worry, the Neighbourhood Officer will call you to discuss the situation and agree a way forward that works for both you and Leeds Fed.

**Q. Are you still letting properties during this outbreak of Coronavirus?**

A. Yes we are and unless the government imposes further conditions that restrict us, we are continuing to advertise and let empty homes but the way in which we undertake tasks associated with letting properties will be done differently. We will do as much as we can over the phone and take relevant precautions to ensure the safety of both you and our staff.

**Ending Tenancies**

**Q. I am due to leave my Leeds Federated home but cannot hand in my keys due to being in self-isolation?**

A. We can we can keep extending the tenancy until you are in the position to be able to move and hand in the keys to the property but you will be responsible for the rent for any extended period. Depending on your circumstances, you may be able to make a claim for dual housing benefit to cover your rent during this period.

If you have already moved all your belongings out of the property and just need to hand in the keys and there is no-one else that can return the keys on your behalf, please send an email to CustomerService@lfha.co.uk confirming that you have moved out of the property and wish to hand the property back to Leeds Fed.

**Q. I am due to move out of my Leeds Fed home as the tenancy of my new home starts the following Monday but I can’t move due to self-isolation. Can I stop paying rent to Leeds Fed?**

1. We do understand your difficulty, but as you are still living in the property, we will continue to charge you rent for as long as you remain there. Again, we can extend the notice period for as long as you need to remain in the property. You may want to contact your new landlord to negotiate any down payments you may have already made and any liabilities you have for rent on your new property. Depending on your circumstances, you may be able to make a claim for dual housing benefit to cover your rent during this period.

**Communal Areas**

**Q. I live in a sheltered scheme. Can I still attend activities taking place in the communal lounge?**

A. We would advise all residents living in sheltered schemes to pay close attention to the self-isolation and social distancing guidance provided by the government. This asks everyone aged 70 years and over or at a very high risk of severe illness from Coronavirus because of underlying health conditions to stay at home and avoid face to face contact for a period of at least 12 weeks starting on 23rd March 2020.

**Q. My family wish to come and visit me and would like to use the guest bedroom at my sheltered scheme. Can they still do so?**

A. Guest rooms have now been closed in all sheltered schemes to reduce the number of visitors to the scheme in order to protect the health and safety of the residents following government guidance on social distancing.

**Q. Can I still use the laundry facility at my scheme?**

A. Yes, though again we advise all residents to follow government social distancing guidelines and ensure that only one person use the facilities at a time.

**Shared Ownership Customers**

**Q. What do I do if I’m having problems paying my mortgage?**

A. If you have any issues at all with your mortgage, you should get in touch with your mortgage provider at the earliest opportunity.

**Q. What do I do if I’m having trouble paying my rent?**

A. We will work with you to come up with an affordable repayment plan, which considers your individual circumstances to deal with any rent arrears that have built up during this period. Please contact your Income Officer to discuss any concerns you have about paying your rent.

The government has said that it is looking at passing emergency legislation suspending new evictions, which means that legal action will not be taken against customers who find themselves in a difficult financial position as a result of Coronavirus.

**Repairs to homes and maintenance**

**Q. Will LFHA attend to my property if I have an emergency repair?**

A. Yes, LFHA will attend to emergencies when reported but you will be asked a number of new questions relating to any self-isolating at your property. This will allow us to manage the emergency visit appropriately.

**Q. Will LFHA attend to my routine repair as normal?**

A. LFHA have suspended the delivery of non-emergency works in order to protect staff, contractors and customers. There may be some instances where we will look to attend to some non-emergency works where not doing so would be detrimental to either the customer or the property.

Please continue to report any repairs to us so that we can note on our system and arrange for these to be carried out when it’s safe to do so.

**Q. Will my new kitchen be fitted as arranged?**

A. LFHA has suspended the delivery of planned major works such as replacing kitchens, bathrooms doors & windows etc.

**Q.Will LFHA continue to clean my communal areas?**

A. Yes, although social distancing measures have been implemented to protect staff and customers.

**Q.Will LFHA continue to provide communal gardening services?**

Yes, although social distancing measures have been implemented to protect staff and customers.