

Dear Landlord/Property Manager,

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

The Council is writing to you to raise awareness of the important current UK government advice for the coronavirus, with reference to rented properties for which you have a responsibility through ownership and/or management.

The Government advice can be found at:

- <https://www.gov.uk/coronavirus>
- <https://www.gov.uk/guidance/national-lockdown-stay-at-home>

We would request that you make every effort to ensure that both you and your tenants are aware of and follow this guidance as well as the landlord and tenant information and support available on our own website, which can be accessed at:

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

Whilst we are also providing information directly to tenants, we would be grateful if you could 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, we request that you ensure it is displayed in a prominent place at the property for all householders to read.

We would also remind you that as landlord 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 must still be dealt with promptly, in line with Government guidance as detailed on the landlord and tenants web link in our dedicated webpage above.

We thank you for your cooperation at this difficult time.

Yours faithfully,



Dulal Ahmed
Housing Enforcement Manager



Kev Malone
Public Health Programme Manager

Dear Tenant,

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

We are writing to you to raise awareness of the important current UK government advice for the coronavirus. This can be found at:

- <https://www.gov.uk/coronavirus>
- <https://www.gov.uk/guidance/national-lockdown-stay-at-home>
- <https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>

Use of shared spaces if you live with others who are not part of your family

Minimise the time you spend in shared spaces such as kitchens, bathrooms and sitting areas as much as possible and keep shared spaces well ventilated.

Aim to keep 2 metres (3 steps) away from people you live with. If you can, use a separate bathroom from others. Make sure you use separate towels from other people, both for drying yourself after bathing and for hand hygiene purposes. Keep your towel in your room.

If you do share a toilet and bathroom, it is important to clean them properly after every time you use them (e.g. wiping surfaces you have come into contact with using soapy water).

If you share a kitchen with others, avoid using it whilst others are in it. Take your meals back to your room to eat if possible. If you have one, use a dishwasher to clean and dry your used crockery and cutlery. If this is not possible, wash them using your usual washing up liquid and warm water and dry them thoroughly, remembering to use a separate tea towel to others and put them straight away. Do not leave things on the side to dry. Clean appliances after use, such as handles and buttons on kettles, ovens, microwaves, fridges/freezers and washing machines. Clean 'high touch points' regularly, such as door handles, light switches and bannisters/hand rails.

We understand that it will be hard for some people to separate themselves from others at home. You should do your very best to follow this guidance and everyone in your household should:

- regularly wash their hands with soap and water
- avoid touching their face
- clean frequently touched surfaces

If you are an employee and unable to work due to coronavirus, please refer to the guidance from the Department for Work and Pensions to find out about the support that is available to you.

Thank you for your cooperation at this difficult time and please monitor the Council's website for updated advice, including our local coronavirus testing offer:

Civic Offices, New Road, Grays
Essex, RM17 6SL

Housing Directorate

- <https://www.thurrock.gov.uk/>
- <https://www.thurrock.gov.uk/coronavirus-covid-19/testing-for-those-who-cant-work-from-home>



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Housing Enforcement Manager



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Public Health Programme Manager