**TENANT EMAIL - unable to pay following submission of Rent Relief Assessment Questionnaire and conversation with letting agent**

Hello [TENANT NAME],

Thank you for taking the time to complete our Rent Relief Questionnaire. We understand the difficult times everyone is experiencing and are keen to work with you to find a workable solution.

Following our conversation, we established you are unable to commit to a payment plan due to your current financial circumstances. We also confirmed your rent is still legally due during this time.

There are 3 possible options:

* You pay what you can afford during this time under a pre-agreed payment plan with [AGENT NAME] and your landlord - if this is possible we would implore you to reach out to ourselves as soon as possible
* You make no payments and a notice will need to be served for non-payment of rent at the appropriate time
* You contact ourselves to arrange vacating the property earlier than planned to allow us to re-let it. You will still be liable for any missed rent whilst you have lived in the property up until a date agreed with your landlord

As discussed, [AGENT NAME] are keen to gain the best outcome for all parties during this period and would welcome any updates or feedback from you.

Please let us know if you have any questions at all.

Kind Regards,

[INSERT AGENT NAME]

**TENANT EMAIL - Payment Plan viable with Tenant - Initiate Payment Plan**

Hello [TENANT NAME],

Thank you for your time today. We understand the difficult times everyone is experiencing and are keen to work with you to find a workable solution.

Following our conversation, we have established that you will be able to work to a payment plan during this time which will eventually result in the full repayment of arrears.

We have contacted your landlord to organise this and we will confirm the details shortly.

If payments are made at the correct time and amount as agreed on the new payment plan no further action will be taken.

If you do not feel you are able to make these repayments, it is really important that you let [AGENT NAME] straight away so that we can look at other options.

Please let me know if you have any questions.

Kind Regards,

[INSERT AGENT NAME]

**LANDLORD EMAIL - Tenant completely unable to pay, actioned required from landlord**

Hello [LANDLORD NAME],

Following our correspondence to the tenant on the above property, we have received the tenant’s Rent Relief Assessment Questionnaire response and discussed the options with them. Please find the details attached.

They have confirmed they will be unable to pay any rent during this time and a payment plan is not a viable route. We have made it clear to the tenant that their rent is still legally due.

As a result, we will now need to decide how to proceed. Given the situation we think you now have two options:

* No further concessions are made and a notice will need to be served for non-payment of rent at the appropriate time.
* We try to arrange permission for the tenant to vacate the property earlier than planned to allow us to re-let it. The tenant will still be liable for any missed rent whilst living in the property up until a date agreed with you.
* Should you have a mortgage on the property you may be entitled to some relief - would a rent break for a specified period be permissible?

Thank you for your cooperation during this time and appreciate your patience. We understand how important consistency of rental payments is and are on hand to support you in any way we can.

Please let me know if you have any questions.

Kind Regards,

[INSERT AGENT NAME]

**LANDLORD EMAIL - Payment Plan viable with tenant but needs to be actioned by landlord**

Hello [LANDLORD NAME],

Following our correspondence on the above property, we have now spoken to the tenant who has confirmed they will be able to make some payments during this time with a view to clearing the full arrears over the course of the tenancy.

Following the Government guidelines, it is important that we attempt to help tenants during this unprecedented period and give them the best possible chance of paying the rental amount and meeting their obligations to you under the agreement in place.

Please can you review the attached proposed payment plan and let me know whether this would be a viable way forward.

It may be helpful to renew the tenancy agreement to allow the tenants to make repayments over a reasonable period of time, we are happy to help facilitate this. Should you want to take this option just let us know and we can start to prepare the relevant documentation.

Please let us know if you have any questions.

Kind Regards,

[INSERT AGENT NAME]

**TENANT EMAIL - Payment Plan following landlord confirmation - gaining tenant’s agreement**

Hello [TENANT NAME],

Following our correspondence on the above property and subsequent communications with your landlord we can confirm the payment plan suggested is agreeable in principle.

Please can you confirm you are happy to proceed with the terms attached.

If payments are made at the correct time and amount as agreed on the new payment plan no further action will be taken.

If you do not feel you are able to make these repayments, it is really important that you let [AGENT NAME] straight away so that we can look at other options.

Thank you for your cooperation during this time. We hope that the measures taken provide the relevant relief for you but should you have any concerns please do not hesitate to contact us.

Please let me know if you have any questions.

Kind Regards,

[INSERT AGENT NAME]