**Rent relief assessment contact - 1st email following suggestion of financial difficulty/unpaid rent**

Hello [TENANT NAME],

We appreciate this may be a very difficult time for you and want you to know [INSERT AGENT NAME} are here to help in any way possible.

Our aim is to work with tenants during this time to understand options for rental payments and support you as much as we can.

Please find below/attached a Rent Relief questionnaire. We request that you complete this questionnaire to help us further understand your current situation and provide relevant support.

Please complete this at your earliest convenience and we will be in touch once this has been received.If you are having difficulty completing the link please email us at [INSERT AGENT EMAIL ADDRESS]

Kind Regards,

[INSERT AGENT NAME]

**Rent relief assessment contact - 2nd email following suggestion of financial difficulty/unpaid rent**

Hello [TENANT NAME],

We recently contacted you to request that you complete our Rent Relief Questionnaire, to help us further understand your current situation.

We are yet to receive the completed form back from you and this is essential for us to be able to assist you.

We are yet to receive the completed form back (link below/attached) from you and this is essential for us to be able to assist you.

Please complete this at your earliest convenience and we will be in touch once this has been received.If you are having difficulty completing the link please email us at [INSERT AGENT EMAIL ADDRESS]

Kind Regards,

[INSERT AGENT NAME]