



COVID-19: BEST PRACTICE GUIDELINES FOR PROPERTY MANAGERS

Isolation, Prevention & Communication

v.14 | 27th May 2020

These Guidelines will be posted on the ARMA website and updated as often as we can, so please refer your staff to it in the first instance.

The latest versions will be sent out along with ARMA's weekly Member updates, as well as being [available on our website](#) in the News section, as new versions are published.

ARMA is monitoring the spread of the COVID-19 coronavirus and its impact on managing agents and their staff and residents, as well as working on supporting the transition from lockdown over the coming weeks.

We are encouraging ARMA members, their clients and residents and the wider industry in general to follow the latest guidance and updates issued by the Government, Public Health England (PHE), Health & Safety Executive (HSE) and the National Health Service (NHS).

In addition, ARMA Members can access the latest **Health & Safety Guidance Note** from the [COVID-19 section of the Document Library](#)

ARMA understands that, property managers, residents, clients, industry suppliers, Resident Management Companies, Residents Associations, and Right-to-Manage Companies still have a lot of questions and concerns, given some of the current gaps in the Government guidance, and recognises the need for additional specific support and advice for leasehold Property and Estate Managers.

This guide has been put together in collaboration with a number of experts, including ARMA's opposite numbers from the US, Scotland, Spain, Italy, and Australia, to offer the most comprehensive advice and guidance for those in the leasehold management sector dealing with the pandemic in England and Wales, whilst we await further updates from the Government.

CONTENTS

BUSINESS CONTINUITY & PLANNING	3
PAYMENT OF SERVICE CHARGES, GROUND RENT & BANKING	3
MAJOR WORKS, H&S, CLEANING, MAINTENANCE & INSPECTIONS	5
BUILDING SAFETY & REMEDIATION WORKS	7
KEY WORKERS & ESSENTIAL SERVICES	7
SUPPLY CHAIN	8
ONSITE STAFF	8
PROPERTY MANAGERS	9
COMMON AREAS AND ONSITE FACILITIES	9
ISOLATION	9
COMMUNICATION & RESIDENT SUPPORT	10
LIFTING OF LOCKDOWN & BACK TO WORK	11
FRAUD PREVENTION	11
AWAITING RESPONSES	12
USEFUL LINKS	13

BUSINESS CONTINUITY & PLANNING

You may already have a Business Continuity Plan but in most cases, that is not enough for managing a Pandemic. As we have seen, this pandemic has already caused significant disruption to workforces, supply chains and economic activity, and will continue to do so in the months ahead – expect for at least 3 - 6 months. So, it is with a sense of urgency that you review and update your business continuity plans to ensure their operational resiliency, especially given the pace of change.

Modelling suggests that you should plan for a least 40% of your workforce to not be capable of work, or working in the usual way; either having contracted the virus or having been in contact with someone who has it, or their jobs not deemed to be essential

To protect your workforce and help ensure its continued productivity, it is critical to:

- Establish a strategy that enables employees to continue to function without endangering them; in most cases this will mean working from home. Determine your priorities and the minimum staffing requirements to support these priorities, as changing protocols and tighter restrictions may mean operating with a significantly reduced workforce.
- Have a plan to ensure social distancing of employees, residents and contractors and to isolate anyone should the threat of possible infection arise
- Ensure that you have the tools, technology, capacity, and security measures in place to support a large remote workforce over a prolonged period
- Review HR policies to ensure employees will not be personally impacted by the either the lockdown, or if they must be quarantined for an extended period, and modify any policies as appropriate to give greater flexibility to normal working arrangements. Staff can be furloughed to receive up to 80% of their usual salary (<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>.)
- Identify key employees and ensure other staff members have received appropriate training to comprehensively cover their absence
- Create a communications plan that includes providing employees and other stakeholders with regular updates as well as actions taken. Start this now, if you haven't already
- Review the preparedness and operational capacity of your critical third parties (suppliers, contractors, service providers, etc).

PAYMENT OF SERVICE CHARGES, GROUND RENT & BANKING

You will have seen the announcement that private and social renters will be protected from eviction for three months under upcoming legislation, as well as the offer of mortgage repayment holidays for mortgage borrowers. As a managing agent, you will no doubt be faced with leaseholders unable to pay their service charges or ground rents and asking to delay payments.

ARMA is in discussions with the Ministry of Housing, Communities and Local Government (MHCLG) about any current or future plans to introduce support for leaseholders so that service charges can still be paid to keep essential services going.

It is not your decision as to whether to grant payment extensions for ground rents and service charges; that lies with the landlord/owner of the block. What you should do at this stage is discuss the matter with those parties and agree a policy. Leaseholders may be faced with severely reduced incomes and we would hope that compassion and understanding will be shown. Service charge budgets and accounts can be reviewed to ensure that any temporary shortfalls can be accommodated, and payment plans can be worked out, giving people a breathing space.

Any payment holiday or reduction in costs will need to be decided between you and your clients but of course both discounts and payment holidays will mean a reduction in services, at a time when you will have higher than average occupancy levels, so you will need to decide which services to reduce or cut and how to communicate that to the residents. You may also wish to consider some individuals that might be exempt from credit control measures, such as key workers. Once you have agreed an approach with your clients, you may need to amend your standard Terms of Appointment and credit control communications.

Credit control, management of cash flow and client communication in these challenging times will be vital, as well as working closely with your legal and accountancy teams to provide you with a full picture.

Service charge demands

In regards to service charge demands, it has been confirmed that service charge demands MUST still be issued by post, as per current legislation. However, PM Legal Services advises that you check whether the lease mandates service in accordance with s.196, or whether it permits it by other means too. If not, a hybrid mailing option may offer a more efficient service for your staff in getting these, and other postal items, delivered.

It is also worth noting that the [latest guidance issued for landlords](#) also has an impact on arrears recovery, as there has been a suspension of all forfeiture cases. This could mean that lenders become more reluctant to pay arrears and protect their security, as it's not at risk for three-months, so this could have an impact on your accounts and cash flow.

Banking

ARMA Standard 4.1.f requires that its Members who hold Client Money Should pay any Clients Money received into a Client Bank Account either on the same working day or the next working day after receipt. There is an obligation to adhere to the Standard unless there is a justifiable reason not to comply that the Managing Agent must be able to demonstrate. Currently many banks are opening on reduced hours, and managing agent staff are, for the most part, working from home, potentially making this Standard difficult to comply with. ARMA has discussed this with RICS, who have advised that as a general principle, whilst they are asking firms to comply with normal rules as far as possible, they are also making clear that they understand these are exceptional circumstances. As such, firms are being asked to focus on key risk areas where they are struggling to comply with everything. RICS has published some guidance to assist firms in adopting a risk-based approach at this time, some of which might be helpful for Managing Agents too: <https://www.rics.org/uk/news-insight/latest-news/coronavirus-and-rics-events/guidance-for-professionals/>

ARMA is of course taking the same risk based stance across the Standards as a whole but would suggest in relation to this particular area, if possible, contact your leaseholders and ask if they can make payment through BACS to you during this time.

MAJOR WORKS, H&S, CLEANING, MAINTENANCE & INSPECTIONS

Decisions on planned maintenance and Major Works will rely on your common sense. If major works are essential (e.g. leaking roofs) they should continue for the time being. Wherever possible, it's important to minimise inter-personal contact if work on-site is being carried out. If works are non-essential, the client should be contacted and any proposed delays discussed.

Checking your inspection, testing and maintenance due-dates for essential services, such as electrics, fire safety, or lifts, is also recommended, and, where possible, book these as soon as possible, even if they are not due just yet. If we face tighter restrictions down the line, it will be much more difficult to get these done, which may mean they become unsafe/unusable.

Cleaning of high touch-points and communal areas should remain a priority, as well as any fire safety and security inspections, tests or urgent maintenance. Cleaners should wear appropriate PPE and observe the 2m distance rule. Also note that there are some studies which show that the virus can survive on cardboard for around 24 hours, and stainless steel and plastic for up to three days if not properly cleaned. For more information, see:

<https://www.bbc.com/future/article/20200317-covid-19-how-long-does-the-coronavirus-last-on-surfaces>

Recently, Public Health England (PHE) issued new guidance on [Social distancing in the workplace during coronavirus \(COVID-19\)](#), which includes specific guidance for a number of sectors including: Construction, Tradespeople and working in people's homes, and Manufacturing and processing businesses.

The Welsh Government also published guidance on [Taking all reasonable measures to maintain physical distancing in the workplace](#), following the introduction of [Regulation 7A of the Health Protection \(Coronavirus Restrictions\) \(Wales\) Regulations 2020](#).

Statutory fire testing will still be required, particularly at a time when you have most people at home, so it's vital to maintain systems and manage statutory testing.

Other key items of equipment such as boilers, waste management and water supplies will need to be maintained.

Lifts

The government and HSE initially took a more hard-line standpoint on the requirement for LOLER inspections to be maintained and up to date on lifts. While a number of insurance companies have already stated that they will not be carrying out inspections (at least until lift engineers are designated as key workers), they have also adopted a strict position on LOLER certification.

However, following a meeting of the HSE and various other bodies on 9th April, the HSE has acknowledged the legitimacy of the alternative risk-based approach to compliance with the Health and Safety at Work etc Act (HSW).

While LOLER inspections are currently ongoing, the requirement to adopt any form of risk-based approach is unnecessary. The [updated guidance from the HSE](#) gives some assurance that a pragmatic approach will now be taken by the HSE in the event that lifts cannot undergo a LOLER-type examination, be it the unavailability of an inspector, or the inability to access the building itself, due to social distancing and PHE guidelines.

The new HSE statement says:

“If you experience problems in undertaking scheduled thorough examinations as you cannot access inspection services, you should adopt a risk-based process to determine the whether there are steps you can take to safely continue to use equipment (that has not had its scheduled TE&T) or decide to stop using the equipment. The overarching legal obligation remains, i.e. ensure that equipment is safe to use.

“HSE will adopt a pragmatic and proportionate approach towards enforcement action for non-compliance with statutory requirements which are directly attributable to the coronavirus (Covid-19) outbreak. Our usual enforcement response will be to take no action if the only failing is that TE&T is not carried out by the required date. Equipment should only be used outside of its test regime if you can demonstrate that it is critical for essential work and that it can still be operated safely. You must be able to demonstrate that you have made all reasonable attempts to have the TE&T carried out, made a thorough assessment of the increased risk and taken appropriate action to manage it.”

It has been recommended that, where possible, a full Thorough Examination and Test under LOLER should be undertaken by your inspecting body. ARMA is awaiting further guidance on the most appropriate method of risk based compliance, which will be shared.

Zurich Engineering has now clarified its requirements for visiting site to protect their engineers. Building managers [can use this guidance](#) to prepare for the engineer’s visit, helping to ensure that LOLER inspections are carried out. Note that they are also requesting some additional measures for these, including the provision of a car parking space and separate entrances were possible, plus clean equipment, and access to hand-washing facilities.

Pest Control

We have had the following advice from ARMA Partner, **Cleankill**, regarding pest control:

“Pest controllers have been designated as key workers by the Government and any Company that is a servicing member of the British Pest Control Association will have a letter to confirm this. Cleankill has suspended all non-essential pest control visits as per Government advice. However, if you feel that it is essential for regular pest control visits to continue, we will be happy to carry out treatment, to ensure that public health, distress or mental health concerns are actioned, under strict observance of government guidelines.”

Pest problems in communal bin rooms may build up in when regular service is not maintained, and building managers should check these areas on a regular basis. It is also the time of year when pigeons will be nesting on balconies, and squirrels are being heard in loft spaces. Other pests, such as textile moths, may become more noticeable with residents being permanently indoors. In the current climate, these pests may cause mental health, as well as public health issues, so where they can be safely dealt with, after completion of a full risk assessment, Cleankill will attend to investigate and or treat the problem accordingly.

At this time of year, property managers may also be getting calls about wasp nests and swarming wasps – they will not be wasps, but honey bees! Pest controllers will NOT deal with a bee swarm and the best advice will be to let the swarm disperse on its own, or contact a local beekeeper to collect the swarm. If you need any further advice, email info@cleankill.co.uk

BUILDING SAFETY & REMEDIATION WORKS

Making buildings safe, including progressing the remediation of high-rise buildings with unsafe cladding, particularly those with unsafe Aluminium Composite Material (ACM) cladding; and maintaining measures to ensure buildings are safe ahead of remediation, remains a priority for the government.

The government's view is that this work is critical to public safety. The government has now put in place additional project management support with construction expertise to help oversee remediation. The additional support will identify blockers to progress and work directly with those responsible for remediation to support individual projects.

This new team will work with those responsible for remediation and the Department to understand the impact of COVID-19 on remediation projects and identify ways to reduce the impact on pace. Read more here: <https://www.gov.uk/guidance/remediation-and-covid-19-building-safety-update-27-march-2020>

KEY WORKERS & ESSENTIAL SERVICES

The full list of key workers can be found on the Government's website here: <https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision> - this list is evolving, so we would recommend that you keep an eye on it. Whilst property and estate management staff is not included in this at present, this may change as protocols are updated.

ARMA/BPF/IRPM/UKAA are working with the BEIS (Department for Business, Energy and Industrial Strategy) to update the list of key personnel to take account of roles needed in high density residential dwellings. In the interim, the above bodies have drafted a template letter that can be used to offer some additional reassurance - the letter hasn't been approved by government, but may help protect employees who still have duties to carry out, if questioned by law enforcement authorities. The letter template can be accessed in the [COVID-19 section of ARMA's Document Library](#), in the ARMA Member's Area.

The Fire Industry Association (FIA) has recently published the latest update regarding key workers in the Fire Industry. James Brokenshire, Minister of State for Security at the Home Office, has extended the Key Worker status to all security and fire safety personnel who actively working to improve public safety.

The Health & Safety Executive (HSE) is constantly reviewing the fast-moving situation with its partners across Government, to support the national effort to tackle COVID-19. While social distancing is fundamentally a public health measure introduced to reduce the spread of infection, the HSE recognises the concerns raised on social distancing within the workplace and are in contact with trade unions.

Where HSE identifies employers who are not taking action to comply with the relevant PHE guidance to control public health risks, e.g. employers not taking appropriate action to socially distance or ensure workers in the shielded category can follow the NHS advice to self-isolate for the period specified, HSE will consider taking a range of actions to improve control of workplace risks.

These actions include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements with the PHE guidance. The [latest HSE guidance](#) states clearly:

“Keep your business open. With the exception of some non-essential shops and public venues, we are not asking any other businesses to close – indeed it is important for business to carry on.”

SUPPLY CHAIN

We recommend speaking to your entire supply chain as soon as possible, if you haven't already done so, to find out how operational they are, what restrictions/challenges they are facing, and if they have access to the correct PPE, etc. With a lot of the workforce in self-isolation, and a lockdown still in place, your suppliers are likely to be under pressure as much as you. If you find gaps, see if you can find some alternative suppliers, as a back-up. Many property managers are using Twitter and Linked in to get recommendations or request specific products/services, so that could be a useful tool.

Contractors may find that the supply chain has been disrupted, for example some builders merchants and building material suppliers have taken the view that Government advice requires them to close their outlets. This would have a negative impact on the ability to maintain the safety and integrity of sites – again Government is being approached for clarification on this. The Builders Merchants Federation has published a [list of builders merchants are still open/operating](#), as well as a list of which [building material suppliers are still operating](#).

ONSITE STAFF

With social distancing in mind, onsite staff should be kept to a minimum, and it's important that onsite teams have access to adequate hand wash, hand sanitiser, etc., to ensure they respect the personal hygiene measures. There is [guidance from Government here](#).

Onsite employees who are not working can be furloughed, so their wages can be maintained through the Government scheme. Please note that this must be employer-led.

As mentioned above, ARMA, along with other industry bodies, have written to the housing secretary with a list of core professions we believe should be added to the key worker and essential services list, as we aware that onsite staff members can have some vital duties including building access, security, safety and other personal services, such as managing post and deliveries.

Security personnel have been identified as key workers by the Home Office, so you may want to retain any security services you have onsite, or consider engaging one, to help reassure residents, and also deal with any issues, to reduce the need to use an already pressurised police force.

For those with waking watches, these must be maintained as usual, but Competent Persons, RPs and Fire Safety Officers should familiarise themselves with the social distancing guidance from Public Health England, to ascertain how this might be applied to enable waking watches to remain in place.

If due to the coronavirus, there are challenges maintaining waking watch coverage, you are advised to contact your local Fire & Rescue Service, and those responsible will need to implement suitable alternative interim arrangements. Dependency on numbers of staff can be reduced through the installation of a Common Fire Alarm.

PROPERTY MANAGERS

Site visits can now be carried out, but only by observing social distance and hygiene rules. Property Managers (and other building contractors/tradespeople) have the potential to be super-spreaders if they visit high density residential buildings, so extra care is advised. Take note of the [specific Government guidelines for those working in and around other people's homes](#).

Clients requesting AGM's, Board meetings etc for now should be politely reminded of restrictions and declined or virtual meetings set up online.

You should look to contact each staff member daily, to check that they are healthy and have access to any hygiene and PPE equipment they need.

COMMON AREAS AND ONSITE FACILITIES

Given the Government's enforcement that we practice social distancing, ordering the closure of cafes, restaurants, clubs, bars, pubs, health clubs, and gyms, and other social venues to try and slow down the spread of the disease, it would be advised to follow this guidance and, in discussion with your clients, severely restrict or close all your communal facilities and amenities with immediate effect.

This includes resident gyms, swimming pools and other leisure facilities, cafes, communal meeting rooms and resident lounges.

The PWTAG (Pool Water Treatment Advisory Group) guidance for closures is based on the fact that water can still be tested and plant can be maintained, and as such its advice is to chlorinate and leave the water circulating but heating and other non-essential plant can be turned off. If there is no on-site staff or no access for maintenance engineers, pools may need to be drained.

Where you are aware of a positive confirmed case within your block, [there is guidance from PHE](#) on the cleaning required, the appropriate disposal of waste and cleaning materials, the disinfection of equipment and hard surfaces, and the personal protective equipment (PPE) that should be worn. A deep clean of the communal areas may be required in accordance with guidance from PHE. This may result in an unbudgeted expenditure item to achieve this.

ISOLATION

If someone confirms to you that they are in self-isolation due to contracting Covid-19, you should contact the rest of the residents to let them know that they should take extra precautions and increase their sanitation. Do not identify the flat or person though.

You will need to consider how to interact with someone in isolation, agreeing where food can be left, how deliveries will be managed, and when rubbish can be placed outside the door at a given time.

Remember that whoever is picking up the rubbish should be properly protected and use double-bagging, and rubbish which contains personal waste (e.g. tissues) and cleaning cloths need to be isolated within the flat for 72 hours before being disposed of in communal bin stores.

COMMUNICATION & RESIDENT SUPPORT

This unprecedented situation presents us with an opportunity to pull together and support our communities in their hour of need. As managing agents, you are the common denominator re: contact. Regular messaging and keeping people informed will help limit anxiety; you should be communicating regularly – daily, if possible.

Ensure you have effective means to keep in touch with all residents, including private or social tenants, and keep them informed of new guidelines or actions you are taking which may affect them. Our advice is to keep the communications concise and consistent, and make sure your messaging is clear. It is also important to look ahead, and manage expectations for the future, i.e. if staffing levels will change, or non-essential maintenance needs to be re-scheduled.

The long-term effects of isolation, particularly the most vulnerable groups, will be acute, so we would encourage safe community engagement to ensure we combat loneliness.

Speak to local shops and pharmacies to see if you can help arrange or support committees within a building that you manage, or join an already established local group, to support and provide help to those self-isolating with food, toiletries and other necessities. Perhaps this could be done by setting up a residents' portal within your existing software, or using a WhatsApp or Facebook Groups, or at the building or in other ways (e.g. leaflet drops or notice boards).

It would be advisable however, where possible, to encourage buildings to self-support through their own community groups as well, to take the pressure off you and your team. A WhatsApp Group which is set up by a link is the easy way to get around GDPR violations, as Groups set up in this way don't share data of anyone else in the group, and anyone can be an 'admin' so you don't need to be involved: <https://faq.whatsapp.com/en/android/26000123/?category=5245251>

The ICO has published some [helpful tips and templates for setting up community groups](#), to clarify some of the basics of data protection, and to give established community groups, services and charities clarity on how to apply the law in this extraordinary time.

There are also lots of tools and software that can be used to allow your residents to self-support, by making use of existing residents' portal features within your current CMS or software system, or by setting up new ones from third-party app developers and software suppliers, e.g. Blocks Online, MRI, Blockman, Building Link and Padoq.

The Government has offered funding to technology companies who can come up with digital support solutions for people who need to stay at home because of coronavirus and ARMA is watching this keenly.

There is also some great online advice at NHS 'every mind matters' microsite, advising on mental health needs and wellbeing: <https://www.nhs.uk/oneyou/every-mind-matters/>

LIFTING OF LOCKDOWN & RETURN TO WORK

As well as continuity planning, it is advised that you prepare and share an action plan for resuming 'normal service' as the lockdown restrictions are relaxed or removed. The Government has [issued specific guidance to help employers, employees and the self-employed](#) understand how to work safely during the coronavirus pandemic.

Whilst it's likely that this plan will need to allow some flexibility, depending on the relevant protocols and advice, it should set out how and when you and your team plan to return to work, the reinstatement of community services, return staffing levels on site to normal levels, reschedule any delayed maintenance works, residents' meetings, and the opening of other amenities, in line with the Government guidelines. You will also need to consider the impact on business functions, from finance and accounting and IT, to HR and procurement teams, as its likely these departments will also have been working within different parameters.

ARMA is grateful to [UK Business Mentoring](#) for allowing us to share [this recent webinar](#), aimed at business owners, sharing top tips for coming out of lockdown.

Additionally, **the British Property Federation (BPF)** has pulled together a number of very useful links and guides, to aid business owners from all property sectors with managing the 'return' to work - <https://www.bpf.org.uk/returning-work>.

Public transport in some areas will be reduced by up to 90% in order to adhere to social distancing rules, which will impact staff and their daily commute. Check local operators for their services and restrictions. TFL has recently published its [planned changes and upgrades](#) to help businesses in London plan ahead.

Following recent announcements from the Government regarding Covid-19 Health & Safety requirements within the workplace, ARMA Partner **Abbatt Dual Management** has produced a Method Statement, which takes you through the steps required to keep the working environment as safe as possible for all employees and to help you carry out your daily duties following the appropriate safety measures.

The template is an interpretation of what is required. It should not be considered as a complete document - we advise that you check site specific requirements and government updates. Please contact Chief operating Officer David.Hurren@abbatt.co.uk for a copy of the template.

FRAUD PREVENTION

The current lockdown has presented an opportunity for cyber-criminals and fraudsters to take advantage. Cases of fraud and scams have increased significantly since lockdown and The Department for Business, Energy and Industrial Strategy has flagged scams related to the business support measures that are currently available.

ARMA is being made aware of various scams and attempted fraud schemes - from fake PPE supplies to false invoicing and price gouging - so please be vigilant and keep reminding colleagues, especially those working remotely at home.

[Trading Standards](#) has highlighted some of the potential scams/targets for fraud, as well as outlining steps for prevention. It is important that if you suspect, or become a victim of, fraud, you notify [Action Fraud](#) immediately, as well as notifying Alison Farrar CTSP MCTSI of Trading Standards, on alison.farrar@powys.gov.uk

AWAITING CLARIFICATION/UPDATES

There are a number of other issues and questions we are seeking resolutions, guidance and advice on from the appropriate official bodies and experts. These currently include:

- Whether service charge assistance will be available to leaseholders who cannot pay – Raised with MHCLG – 20/03/20
- Key workers listing to ensure residential blocks can be supported – Raised with Secretary of State and Housing minister – 26/03/20

USEFUL LINKS & UPDATES

The latest Coronavirus news, updates and advice from government agencies and industry bodies:

UK Government

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

HMRC Guides

<https://www.youtube.com/user/HMRCgovuk>

Welsh Government

<https://gov.wales/coronavirus>

NHS Advice

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Public Health England (PHE)

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

Working from other people's homes

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Isolation & Social Distancing Guidance

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>

Support for Businesses & Employers

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

MHCLG: Guidance for Landlords & Tenants

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876500/Consolidated_Landlord_and_Tenant_Guidance_COVID_and_the_PRS_v4.2.pdf

National Fire Chiefs Council Guidance

Waking Watches:

https://www.nationalfirechiefs.org.uk/write/MediaUploads/COVID-19/NFCC_advice_on_COVID-19_and_waking_watch_-_FINAL_25_March_2020.pdf

Protection:

https://www.nationalfirechiefs.org.uk/write/MediaUploads/COVID-19/190320_NFCC_Protection_%E2%80%93_Strategic_Intention_COVID-19_FINAL.pdf

ARMA MEMBERSHIP

If you're a managing agent or a supplier to the leasehold management industry, you can **join ARMA now** to benefit from full access to ARMA's guidance and support during this pandemic and beyond, as well as comprehensive weekly bulletins, monthly newsletters, technical advice, expertise and events, plus many other benefits: <https://arma.org.uk/join->