

## SALES

### You're marketing my property, can we still sell?

These are unprecedented times and we have to take it one day at a time. The sales market, until 2 weeks ago, has been incredibly busy and we have registered a record amount of buyers in the last 5 months. We have been agreeing some sales over asking price and some flats have been getting multiple bids. We can't realistically expect this to continue over the next few months but we will still be doing our very best to sell your property.

One thing to certainly be positive about is that with many people being sadly forced to work from home, there will be a lot of potential buyers spending more time on Rightmove, Zoopla and OnTheMarket and indeed our own website searching for property. They may not come out to view homes at the moment but we will be registering a lot of interest and this is a big reason to keep your flat listed online.

### How are we adapting to these new conditions?

With some buyers not willing to come and view property in person and with some owners / occupiers not willing to allow access to their homes, we've come up with a few measures to adapt to these unusual circumstances.

1. We have already videoed most of our properties and therefore have links to send buyers to give them a virtual walk through.
2. Where we are permitted access, we will be wearing gloves and masks and have sanitiser at hand to make sure viewings take place under the safest conditions.
3. We can also arrange FaceTime viewings where possible to be in the property with a buyer on our phones to answer questions and give more in-depth, in-person advice - pointing our camera in any direction a buyer desires (within reason!)
4. We are still working full-time, even at home, and will be ready to speak with buyers and email them as normal. We have all of our tremendous technology and local knowledge at our fingertips and can still provide an exceptional service to all remotely.

### Can I still get a valuation on my home?

Yes of course! If we can, we'll still be delighted to come and see your property in person but if not, let's FaceTime! We can do a walk through with you and then chat face-to-face after about the value. We have an amazing database of archived floor plans called Lonres and, also, our own computer files dating back over 25 years, so we can, more often than not, find an archived version of your property online. We'll have everything we need to give you a concise value without needing to step foot in your flat... though of course, that would still be the preference.

### My flat is under offer. Will it still sell?

We're working with your buyer and solicitors non-stop right now, problem solving and using all of our many years of experience of conveyancing to make sure your sale gets through the goal posts. You can help too though - communication is the key! Keep chasing your solicitor, managing agent, mortgage lender, fellow freeholders and landlord to make sure they're getting back to us all with the answers we need.

### Will the market ever get better?

Well, we survived Brexit didn't we? On a serious note, yes of course. We're going to get through this. There may not be a lot a viewings and offers realistically in the next few months but once this situation has been controlled, there will inevitably be another sudden surge of buying activity, perhaps in August / September.

## BE POSITIVE; BE PROACTIVE

There is no better time than NOW to get yourself SALE READY for when the boom begins again.

It's time to finally do the grouting in the bathroom or to re-paint the ceiling from when the upstairs leak happened 2 years ago. It's time to clean those carpets or invest in some new furnishings to help make your property sparkle.

We have a wonderful Interior Design department at **tlc** headed up by Annie Young. [See her brochure here](#). Give her a call today to see how she can sprinkle a bit of magic back into your property and make sure you get offers over asking price once normality resumes.

Call Toby Brown or Eloise Williams anytime for any further sales questions you have on 020 7370 4000 and press option 1. Or call Toby on his mobile on 07736345776.

## LETTINGS

### You are marketing my property, what is the likelihood of finding a tenant?

The market is buoyant and we are still receiving a good level of enquiries. We have videos for every apartment that we are marketing and will be using these in the event that access is a problem. We will of course continue to provide you with regular updates.

### Can I still book a valuation?

Absolutely! Call Toby or Samantha any time to discuss this. While we are trying to minimise face-to-face contact wherever possible, we have 30 years of industry knowledge and 22 years specialising in Earls Court between us.

### Will I still receive my rent on time?

Our fabulous Accounts team are working from home and are still contactable on 020 7370 4000. They'll continue to transfer rents and issue statements in the normal way.

### I am looking to rent a property, can I still view?

While we are trying to minimise face-to-face contact wherever possible, our team are still available to help facilitate your move, even if you are self-isolating. We have videos available for every property on our website. Just give us a call to request more information.

### My tenancy starts in the next 10 days, can I still move in?

Our office on Hogarth Place is still open and our Lettings team are on hand to ensure your move goes smoothly. If you have any concerns, please do not hesitate to reach out to Eren, Nicole or Sara on 020 7370 4000.

## BLOCK MANAGEMENT

### Who should I call if I have a leak or any other damaging emergency?

Please call our office landline (020 7370 4000). This number will reach one of our team between the hours of 9:00 and 18:00; the same number will also reach our out of hours operatives should your call be outside of these working hours.

### If I am in quarantine, what shall I do?

First and foremost, we would ask that you please let **tlc** know so that we can help to protect/cleanse the rest of the building where possible. Similarly, it would be useful to know whether you are in quarantine owing to suspected infection or whether you have been diagnosed with confirmed infection. If it is the latter, and there is anything that we can do to potentially assist, please let us know. Please do also contact 111 for further advice.

### I had works booked in, will these go ahead?

Please contact the **tlc** team to discuss the works and we can advise on the job status and whether they are likely to go ahead. Similarly, if you have been told to isolate or diagnosed with the virus, please let us know so that we can advise the contractors with sufficient notice.

### I am working from home and contractors remain on site, should they be here and allowed to continue?

Where works have been booked in and no signs of any infection are evident, works are permitted to continue, the same as the governments views on public transport and work in general. If the work being undertaken is of some form of distraction, please let us know and we can speak to the operatives directly to understand their working times and when they plan to complete.

### What should we look to do in the event of a non-emergency call out?

If something becomes apparent but would not be deemed an emergency (i.e. lightbulb having failed) please do still feel free to report it to us and we can address such concerns in due course.

### A major project was anticipated to be starting in the coming weeks, should we expect this to still go ahead or might there be a chance that it is cancelled?

We have spoken to various contractors whom we employ and know works are upcoming. Fortunately our contractors do not appear to be suffering any symptoms and are keen to see works continue as normal, however; should there be any need to temporarily postpone them, we will do our very best to give you sufficient notice of the same. If this question is being asked by a committee or group of Leaseholders because the preference would be for the project to be put on hold, please do let us know and we can discuss the same with the firm due to undertake the works.

### What shall I do if I have an issue with my heating/hot water?

If you have a communal boiler system in your building, please call **tlc** who will make arrangements with the relevant contractor to have this up and running as soon as we can. However, if you have an individual boiler system this is not something that would be covered by the service charge and we would recommend having your own engineer attend.

### What shall I do if I have a blockage at my property?

Please speak with **tlc** and, if possible, have some photos sent over to the Block Management team on [block@tlclondon.com](mailto:block@tlclondon.com) and we will be happy to help.

## PROPERTY MANAGEMENT

### What to do if I have no heating or hot water?

Firstly, please check your thermostat as something simple like working batteries can be the issue. Next, go to the appliance itself and check if any of the settings have changed or if there are any error messages showing. If you are still having issues, please call the office on 020 7370 4000 and we can assist you further. If you are self-isolating or suffering symptoms then we may be able to have a plumber address by video call.

### What to do if I lock myself out?

In the first instance, please call the office for assistance. However, if this unfortunate event occurs in the evening or weekend then we can help put you in touch with one of our trusted locksmiths to help you gain entry. If your issue is getting into the main entrance, try your neighbours. Failing that, please call the building management company; there should be a notice in the common areas with who to contact.

### What to do if I have a leak?

Try to find out where the leak is coming from; if there's any indication that it's coming from another flat please knock on your neighbours door and enquire whether they are using a particular appliance. Hopefully it will be a simple issue but please call the team as soon as possible on 020 7370 4000.

### What to do if there's a power cut?

Please check your fuse board to see if it's a fuse blown. If you can't find an issue with the fuseboard, check if there is a power outage to your building; you can check this by speaking to a neighbour, testing the communal lights or by calling UK Power Networks on 105. If the issue is demised to your property then please call the office on 020 7370 4000 and we can assist further.

**If you have any other queries, please don't hesitate to contact our fantastic team on 020 7370 4000.**

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