

Dear Suzanne,

I hope this email finds you well and thank you for your email to David below which has been forwarded me to provide you with a response.

Please be assured that L&Q's mission is to work with our residents to help them sustain their tenancies through regular, proactive contact and our view is that Eviction proceedings should only be instigated as an absolute last resort. This has always been our stance and will continue to be going forward. Before a warrant application is considered, the account in question will have gone through a strict authorisation process through to senior management to ensure that there eviction is the only option left available to us.

We have a wide range of in house and external support services that are funded by L&Q to assist residents with financial difficulties, Employment & Benefit Advice and these services are promoted by customer facing staff at every opportunity.

Since the beginning of the pandemic we have increased resource through the mobilisation of existing teams to maximise contact with residents with the aim of establishing their circumstances, offering support and where necessary agree suitable repayment plans over an extended period if necessary, to help them through these difficult times.

This has helped us to identify and support our residents who have been affected by Covid19 with dedicated officers specifically contacting residents who have requested a payment holiday. Our overall aim through this pandemic has been to support our residents and provide assurance that we will not start or resume any legal proceedings for rent arrears.

When the current legal restrictions are lifted on 24th August, we will take a considered approach and only apply for warrants where all attempts of contact have been exhausted, where the resident has failed to engage and arrears have continued to increase. Again, this will follow the same authorisation process as outlined above.

I do hope that the above clarifies our position for you but if you do have any further queries, please do not hesitate to contact me.

Yours sincerely

*Signed on behalf of David Montague*