Dear [your provider/landlord/estate agent],

We hope that you're keeping well in these unprecedented times?

As you will be aware, COVID-19 has affected many people around the UK already.

[add more details about your situation and how COVID-19 is affecting your financial situation - make it as personal as you feel comfortable to. This may include earning much less over the coming months due to loss of job, hours, sickness or due to self-isolation. It may also include ability to work due to personal circumstances during these difficult times, such as having to move home to care for another]

For these reasons, we kindly request [a suspension of payments until the situation improves/a reduction in rent/an early release from the tenancy/a revised payment plan tailored to our situation etc.,].

Many student renters across the country are in a similar situation and some of their landlords/providers have acted to support these valued tenants where possible. As you might have heard, the government has announced a three-month mortgage holiday for all landlords whose tenants are experiencing financial difficulties due to COVID-19. The government and the National Residential Landlords Association are asking landlords to show compassion and so we are asking for yours.

We hope, for ourselves and for everyone's sake, that life becomes more stable as soon as possible. Until then, it seems all we can do is be pragmatic, avoid panic, and support each other as best we can. We hope that you can consider this. Do let us know if another way of communicating on this is preferable, keeping in mind social distancing. We looking forward to hearing your response.

Best wishes from us all,

[Your name/s]