

Introduction

You will know that visiting properties is an inherent part of our service. For the majority of our customers and clients we will make sure that as much contact as possible is conducted using digital tools that allow virtual meetings and viewings in the first instance. However it is unlikely that we can arrange to place your property for sale or let without at least 1 visit to the property in question and therefore we will arrange a visit to your property when there is a strong interest in proceeding.

Our objective

Whilst we want to continue to provide our usual high levels of personal service in the future, this cannot be delivered in a post-Covid 19 environment without some key changes to the way that we operate. The main outcome is to ensure that we protect our colleagues and customers in equal measure



Preventing Transmission Summary

We constantly review our processes and if needed make changes to that way that we operate to ensure we keep colleagues and customers safe. If you feel that you are not able to meet any of these key points outlined below during your appointment please let our team know as soon as possible.

THIS GUIDANCE IS FOR OWNERS AND OCCUPIERS WHO WILL BE MEETING OUR AGENTS AT A PROPERTY.

THERE MAY BE SOME FURTHER GOVERNMENT RESTRICTIONS THAT WILL NEED TO BE OBSERVED IN ADDITION TO THESE GUIDELINES

- Prior to the appointment we will contact you to ensure that there have been no changes to anyone's health status that would mean that we cannot proceed with the appointment.
- Only members of the same household can attend the appointment with our agent so if necessary any other people will be required to leave the property during the visit. The number of people in the property must not exceed applicable Government guidelines except under exceptional circumstances
- Social distancing rules **MUST** be observed at all times. Please consider whether younger children and pets should leave the property during the appointment
- Please do not be offended if our agents refuse to shake hands or does not accept any refreshments
- If social distancing is not possible then the property should be accessed by the agent on their own
- Estate & letting agents and occupiers should wear a suitable face covering as described in government guidance unless they are exempt from this requirement
- All lights should be switched on and doors opened and commonly touched surfaces must be cleaned in advance and after the appointment using domestic cleaning agents
- Suitable handwashing facilities should be available on arrival and departure (all agents will carry anti-bacterial gel if needed) with (ideally) disposable towels to be provided
- Any discussions should be held outside ideally or in a well ventilated space but we will expect to hold detailed discussions on the phone or by video call
- All brochures and paperwork will be provided electronically but will be supplied on paper on request
- Please advise us if there are any personal restrictions that will make adherence to the Government Covid-19 guidelines challenging
- If you require a copy of the Covid Secure risk assessment we have completed for property visits please contact the branch