



Estate Agency is a 'people' business and requires interaction with sellers, buyers, applicants, landlords, tenants and contractors to name but a few.

In line with Government guidance on safe working procedures, we have produced the following guidelines for carrying out valuations and viewings:-

VALUATIONS

We will require Vendors to fill out a Health Questionnaire form in so we can assess any risk associated with the visit.

This is a two-way process so we will ensure that we will inform you that the member of our staff who is carrying out the valuation is 'fit and healthy'.

We will avoid any handshaking or physical contact, will keep to the 2 metre distance rule, always wear shoe covers and use hand sanitiser (which will be used and put on just prior to entering the property)

We will provide masks for those that require them or if social distancing guidelines cannot be adhered to safely.

We would ask that all doors are opened for us to have unrestricted access rather than having to touch door handles. We would also ask that we are allowed unrestricted access around the house to allow for the 2m distancing rule.

We are able to provide examples of our marketing via an iPad rather than leaving any 'paper' documents and follow up with an email.

We usually like to spend 1½ to 2 hours with any prospective vendor but under the circumstances we will keep time in face to face contact to a minimum.

We will, however, spend time explaining the actions that we are taking reduce the risk of spreading Coronavirus. Please rest assured that we will never attend a valuation appointment if any member of staff is feeling unwell.

When leaving the property, both our member of staff will use hand sanitiser again and leave the shoe covers and masks, if worn, in the bag for safe disposal.

VIEWINGS

In the first instance, we will offer a Virtual Viewing Service (virtual tour)

We will qualify every applicant by way of a Health Questionnaire.

We will operate an appointment only system for our office with everyone who would like to attend also filling out our Health Questionnaire

We will encourage every interested applicant to view the virtual tour in the first instance and will only allow physical viewings if they are showing very strong interest.

We will accompany every viewing and request that vendors go out for the duration of the viewing. We will also ask our vendors to open all internal doors to prevent anyone from touching door handles.

We will ensure that all parties are aware of how we will conduct the viewings safely.

We will provide hand sanitiser in a bag at the front door of every property, which we will ask the applicants to use before entering the property. The viewing will be strictly limited to two people. In another bag will be shoe covers that we will insist are worn.

We will provide masks for those that require them or if social distancing guidelines cannot be adhered to safely.

The viewing will be conducted in line with the 2m distancing rule at all times and will seek to maintain this distance from others where possible.

When leaving the property, both our member of staff and the applicants will use hand sanitiser again and leave the shoe covers and masks, if worn, in the bag for safe disposal.