

Our

Social Distancing Guidelines

We are delighted to be able to re-open our office in line with the latest Government guidelines.

Here are our procedures for accompanied viewings, market appraisals and visitors to the office.

Health and safety is our number one priority and you can rest assured we are doing all we can to protect the welfare of our staff and customers. Our processes have been adapted to meet the new social distancing rules as follows:

Before making an appointment for a viewing or valuation, our staff will ask whether any party is showing any Covid-19 symptoms, been in contact with someone who has had or shown signs of Covid-19, or are either self-isolating or consider themselves to be in a vulnerable group.

GUIDANCE FOR OWNERS / OCCUPIERS

- Property is to be pre-prepared before viewings to allow for a minimum touch -
 - Internal doors open
 - Lights on if appropriate
 - Easy key access to outbuildings/ garages
- Property should be clean with disinfected surfaces. If you are resident at the property, perhaps we could leave this for you to arrange; otherwise we will wipe the main surfaces as needed.
- Vendor should not be present.
- Agent to conduct viewings.
- PPE required by agent and viewers -
 - Hydro-alcoholic hand gel & overshoes (we will supply)
 - Face mask (viewer to supply)
- All physical viewings should be limited to members of the same household.
- It would be preferable that there are no children at the viewing, but if the viewer needs to be accompanied by small children, they must try to keep them from touching surfaces.
- Viewing time to be as functional as possible.
- Bacterial wipes will be used by us after the visit to sanitize any areas noted as being touched during the viewing.

Further information can be found at -

www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak