

Policies on Protecting our Clients, Staff & Families 2021

The government has amended the COVID-19 regulations from 4th January 2021 to enable people to move house during the national lockdown. This guidance provides important information to ensure that moving home and key activities around this, such as valuations and viewings of property, can happen safely.

Having studied the government guidance we have developed and published our own appropriate policies for the safety of our staff and clients. Please read the information below. If you have any questions at any stage please ask our team for clarification, we are here to protect all parties.

- If you are concerned with anyone visiting your home, we offer virtual valuations & viewings
- Our staff are available via phone, email, online chat or social media
- Our team will arrange a convenient time for this to take place, similarly to a face to face meeting
- A formal follow up letter & marketing plan shall be emailed after the virtual appointment

- If you wish for us to attend your property in person, we shall implement the following steps;
- You will receive a confirmation call on the morning of the appointment to check that there are no signs of Covid19 symptoms to anyone in your household.
- A qualified member of our team will attend and shall be wearing face covering and using sanitizer gel.
- We ask that you maintain the advised distance of 2 metres throughout the appointment
- The inspection shall be a short time within the property. Please have windows open where possible and doors to rooms and storage cupboards.
- ideally the agent will walk around on their own, then a chat either in an open space, or via phone call or virtual meeting afterwards
- A formal follow up letter & marketing plan shall be emailed after the virtual appointment

