

Policies on Protecting our Clients, Staff & Families

The government has amended the COVID-19 regulations to enable people to move house during the outbreak. 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 a 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, usually in the form of a Zoom call
- 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;
- We will require you to complete a Health Assessment form prior to the appointment (usually digitally signed)
- You will then receive a confirmation call on the morning of the appointment to check the Health Assessment is still accurate
- A qualified member of our team will attend and shall be wearing disposable gloves, overshoes and face mask
- We ask that you maintain the advised distance of 2 metres throughout the appointment
- The inspection shall be a short time within the property, ideally with the agent to walk around on their own, then a chat either in an open space, or via phone call or virtual meeting
- A formal follow up letter & marketing plan shall be emailed after the virtual appointment