

## **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.

### **Applicant Viewing**

- We aim to show you our properties via virtual tour before any physical inspections.
- We will then look to arrange a physical viewing of the property. We shall only be conducting viewing of people in a proceedable position, either on the market, sold or no dependant sale. You will be asked for proof of funding and to complete a Health Assessment form/questionnaire.
- We shall ask for confirmation on the morning of the appointment that both the time and that the Health Assessment questionnaire are still accurate.

### **Jackson Property Hosted Physical Viewing**

- A Property brochure and literature shall be sent to viewers prior to the appointment, no brochure shall be brought to the viewing.
- All viewers are required to bring and wear a face covering/mask, gloves or hand sanitize and asked to use prior to entering the property. If needed we shall also provide shoe coverings. (We have spare PPE if needed)
- A Maximum of 2 viewers per appointment shall be allowed to enter the property.
- Our team will meet viewers at the property, which will either be vacant or vacated by the owner(s) for the appointment to take place.
- We are operating with a zero contact policy, all doors will be left open throughout the property, minimise any touching of surfaces.
- We shall ask that all people maintain the government restriction of 2 metres distance.
- Viewings will take place with a time restriction, any questions will be asked outside the property, or via a schedule phone call/virtual call.
- Viewers will be contacted the following day for feedback and any steps to proceed

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### **Vendor Hosted Physical Viewing**

- Vendors and Clients will be asked to complete a Health Questionnaire
- We shall ask for confirmation on the morning of the appointment, both the time and that the Health Assessment is still accurate for the viewers and vendor
- Property brochures will be sent to viewers prior to the appointment as we shall not be giving out physical brochures or posting brochures
- We are advising and insisting all parties adhere to the maximum of 2 viewers per appointment.
- All viewers are required to wear disposable gloves and a face covering/mask. If you do not have access to this equipment please let us know prior to the appointment.
- Our vendors are expected to be waiting your arrival and will open the front door to greet you – please maintain the government restriction of 2 meters before being asked to enter
- We are operating with a zero contact policy and all doors should be opened for viewers throughout the property. We ask that you maintain a distance of 2 metres throughout the viewing, its advisable to leave the viewers to walk around with more flexibility.
- We ask that viewings take place swiftly and will conclude outside the property, where a conversation can be had at a safe distance. Viewers will be asked to take your PPE away with you for safe disposal.
- Vendors should wipe any surfaces and doors after the viewers have left the property.
- Viewers will be contacted the following day for feedback and any steps to proceed

### **NOTES**

- Viewings of any kind shall not go ahead if you do not adhere to the Face Coverings and Gloves/Sanitizer Policy
- If you have any concerns of your health, you should not conduct a viewing or enter someones home
- We are here to help people move as safely as possible, if you feel comfortable at all, you should get in contact with any member of our team
- The viewings policy counts for both Sales & Lettings procedures