



We wanted to write to you regarding our Covid/Coronavirus policy to try and keep everyone safe and well during the current situation and our policy in relation to viewing appointments. This is in line with government advice on their website www.gov.co.uk alongside further guidance from the National Association of Estate Agent (Propertymark) plus our partner network The Experts In Property and we have also added some further safely measures above and beyond the advice which we are implementing to ensure you are comfortable ahead of the appointment.

- First and foremost if you have any symptoms of the virus or have come into contact with anyone with the virus then please let us know prior to the viewing and the viewing will not take place.
- In line with government's advice, those who are shielding or otherwise clinically vulnerable should ensure they are aware of the medical advice, including staying at home and avoiding unnecessary contacts over this period, if at all possible.
- When we meet we not be able to shake hands to great you as we will be social distancing, which will apply to the entirety of the viewing.
- Our staff are all equipped with PPE including hand gel, gloves and masks which will be used on the viewing for ourselves and for you with washing facilities available.
- We are asking our clients to vacate the property for the viewing and we are limiting the number of adults on the viewing to 2.
- We are asking owners if they could kindly leave all internal doors within the property open to avoid us or yourselves touching door handles or any work surfaces.
- We will not bring paper details and can email you a full brochure prior to the viewing.

In addition, we would ask that you call or email us where possible for any contact. If you would like to visit our office, we would ask if you could please call us beforehand so we can let you know our safe arrangements we have put in place after risk assessing our offices.

If you have any further specific questions or concerns prior to the viewing, please let us know and we would be happy to help.