



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 and the valuation wouldn't take place and indeed the same applies our end if any staff member is unwell or showing any symptoms.
- 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.
- Our staff are all equipped with PPE including hand gel, gloves and masks which can be used on the appointment and we will ask you when we arrive what you would like us to use and wear for the appointment. We are unable to shake your hand to greet you unfortunately and whilst you can expect a warm welcome we will need to practice social distancing on the valuation.
- We would also ask if you could kindly leave all internal doors within the property open to avoid us touching door handles.

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.