



We wanted to write to you regarding our Covid-19/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 Agents (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 and want to ensure you are comfortable ahead of any appointments.

- 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 viewing wouldn't take place. We will also ask the same question of the viewers and are putting in place a 'health questionnaire' ahead of every viewing.
- 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 also be used with the applicants viewing and we will take your instructions on what you wish ourselves and the viewings to use/wear. We will also practice social distancing with the applicant on the viewing.
- We would ask if you could ideally vacate the property for the viewing and we are ideally limiting the number of adults on the viewing to 2.
- We would also ask if you could kindly leave all internal doors within the property open to avoid us or anyone touching door handles.
- The government advice says to clean the property prior to the viewing and after 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.