

15th May 2020

OUR POLICY & NEW WAYS OF WORKING - COVID-19

We are all pleased that the government has now given the go ahead for us to resume most of the services we usually provide into the Residential Sales and Lettings sectors. These services can now include Market Appraisals and Viewings but, as we all sadly know, the Covid 19 virus has not gone away yet and we want to ensure the continued safety of all our clients and staff which has been our overriding priority from day one of the crisis.

We are of course adhering to all the latest government guidelines on home moving during the Covid 19 epidemic (which can be seen in full - <https://bit.ly/3cFBzSs>).

Below is a very brief summary of some of the more important aspects of the new government directives along with our own intensions and observations. In a number of cases our policy is to err even further than the government on the side of caution and safety.

Our Sales & Lettings offices in Princes Square are now manned again during our usual office hours but on a closed door basis whilst other colleagues continue to work from home.

Viewings

We are asking our clients to do very intensive virtual viewings online to establish a strong interest before any physical viewings are requested. We are shooting and loading phone videos onto our website and the main Property Portals to facilitate this initial careful sifting & sorting'. We are also available to give comprehensive first hand' information over the phone to clients from colleagues who have actually visited/ know the property.

Social Distancing (2 metres) must be observed where ever practical at all times. Our staff will accompany viewers and it is requested that Sellers are not inside the property during viewings.

Viewing Limits

All viewings will be limited to either one viewing per property per day OR the viewings will be scheduled well apart with a significant time delay in-between each viewing to allow cleaning down.



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Time Limits

The time viewers spend inside a property will be limited to a maximum of 10 minutes.

Viewing Numbers

Only people from the immediate family will be allowed to view inside a property along with the owner or a member of our team. Children are strongly discouraged from attending viewings.

Contactless Viewings

Vendors/Landlords will be asked to leave internal doors open so that viewers to the property do not need to touch them. Viewers will be asked not to touch surfaces.

PPE

Our team members will wear either gloves, shoe protectors and masks where appropriate while conducting viewings. Viewers are required to provide their own PPE. Where possible Vendors/Landlords are expected to leave Anti-bacterial handwash and disposable hand towels at the property for before and after' viewings.

Health Declaration

Vendors/Landlords and viewers will all be asked if they are showing any sign of Covid-19 symptoms or have been asked to self-isolate before we go ahead with any viewings.

Selling or Letting

We can now very actively market your property and arrange viewings and also help you start to look for properties you may wish to purchase/rent. If any member of the household being viewed however is showing symptoms or is self-isolating then neither we or our clients will be able visit the property.

You can also start to assemble the documentation necessary to sell/let your property (more information on these documents for Sales is available in the government's <https://www.gov.uk/buy-sell-your-home>).

If you wish to view one of our New Build properties you should make contact with us in the usual way. You will be able to view the Show Home or visit the particular plot you are interested in purchasing, although there will be appointment systems in place.

Summary

Our main message today is that we prepared well and together with our clients handled the Covid-19 lockdown very safely, successfully and well for all parties and in the same way want to do a similar good job now that many restrictions have been eased. We know we can count on all our clients to work with us on the above and thank you.

Stay Safe,
Simon and Gemma