

COVID-19 Customer Guidelines

- Do you or any members of your household fall into the 'vulnerable category'?
- Do you or any members of your household display any symptoms of COVID-19?
- Have you or any members of your household been in contact with anyone or visited any place that could have exposed you to COVID-19?

1. Avoid touching surfaces in the property.
2. If you are booked in to view more than one property you must arrange your own transport to take you between properties.
3. If you or anyone in your household is ill and has any symptoms of COVID-19 please notify your agent ASAP and we will rearrange your appointment. They will follow the government guidance issued in relation to this.
4. We will provide disposable foot covers where possible.
5. Homeowners/occupiers are to clean door handles etc before valuation or viewings can commence.
6. Please keep any internal doors open for viewings so the agent does not have to touch surfaces unnecessarily.
7. No roaming pets, please keep them locked up and away from visitors.
8. To avoid unnecessary contact, it's best to remove yourself from the property whilst the viewing is taking place and allow the agent to conduct the viewing.
9. We will ensure that all keys are sanitised with 70% alcohol based sanitiser before handing them over.
10. You should try to wear the appropriate PPE for viewings e.g. gloves, mask/face covering, foot covers and bring your own hand sanitiser.
11. Avoid using public transport where possible - travel by walking, by car, cycling etc.
12. You must notify your Agent immediately if you or anyone in your household show any signs of COVID-19 in the two weeks after your appointment. This will help us with contact tracing if required.

