



Valuation Policy

Information to keep sellers and agents safe:

We will ask questions of homeowners and agents before valuation appointments take place.

- “ Do you have, or have you had any COVID-19 symptoms such as a temperature, dry cough or shortness of breath? ”
- “ Is there any reason that you know of why this valuation should not take place? ”
- “ Are you or any member of your household in the "Clinically Vulnerable" or "Clinically Extremely Vulnerable" COVID-19 Categories? ”
- “ Are you now, or have you been self-isolating in the last four weeks? ”

Valuation process:

1. After taking detailed information over the phone, the homeowner may be asked to send a selection of photographs or a video by electronic means to the agent.
2. The agent will prepare an online valuation report, including a draft desktop valuation.
3. This will be emailed to the homeowner and followed up with a telephone call or video call.
4. The agent will visit the property if acceptable to the homeowner or occupier to confirm or adjust the opinions set out in the draft desktop valuation report. A detailed agreement on how the visit will take place will be agreed in advance.
5. The seller or occupier should open all the internal doors prior to the agent's visit.
6. We encourage homeowners or occupiers to vacate the property while the internal inspection takes place, waiting in the garden is acceptable.
7. The agent will then discuss the final outcome either in the garden or another suitable area where social distancing can be achieved. Alternatively, the outcome can be discussed on the telephone or a video call.
8. The agent will wear a face covering if requested, and the occupier will also be invited to wear their own if the meeting takes place in a confined area, and social distancing is compromised. The meeting should last no longer than 30 minutes.
9. The agent will use hand sanitiser immediately before entering the property and again immediately after leaving the property.
10. The agent will not touch anything within the property and will stand at all times. Other than a business card, we will not leave any printed material at the valuation.
11. The agent will discuss the next steps with the seller or landlord, and the seller or landlord will be able to discuss any queries with the agent in person, by phone/video call or email.

REMEMBER Whether you are a new client, or someone we know really well you will always receive the same excellent service from us and the safety of our clients, staff and the public will always be our number one priority.