

Visits by others

Information to keep you and other property professionals safe:

Other property professionals will visit your home throughout the sales process. These may include a Photographer, Videographer, Domestic Energy Assessor (Preparing the EPC), Contractor, Tradesperson, Bank Valuer and a Building Surveyor. They will no doubt have their own protection strategy, but we will ask them some additional questions such as:

- “ 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 viewing 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? ”

We also suggest:

- If you or anyone in your household is vulnerable, please let your agent know as soon as possible.
- Vulnerable people should not be in the property during these visits and should only return when the property has been cleaned.
- We will discuss how the visit will take place and share this information with you.
- Minimum contact with surfaces should be made during the visit.
- Keep windows and doors open wherever possible.
- Open the loft hatch and set up the ladder if required.
- Turn the room lights on if required.
- If possible, leave the property during the visit/ inspection. Staying in the garden is acceptable.
- Wash / sanitise your hands before and after someone has visited and keep to social distancing measures at all times.
- Ensure pets and children are not in the property or stay outside.
- Sanitise any keys handed to a property professional using hand sanitiser.
- Clean door handles and other surfaces before and after each visit.
- More vulnerable visitors or occupants should ask those present to wear non-surgical face coverings.

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.