



## COVID-19 PANDEMIC

### Office visits and property viewings from June 2020

Hugh F Shaw & Co are adhering strictly to the Government guidelines and have put in place measures to ensure the safety of our staff, clients and contractors.

Since the re-opening of our office on 20th May, we deep clean our office on a daily basis, have installed 'sneeze-guards' on all of our office desks and have placed hand-santiser gel and hand-wipes on all desks for customers to use when they enter and leave.

Should you wish to arrange an appointment before visiting us, please contact us by email ([info@hughfshaw.com](mailto:info@hughfshaw.com)) or telephone (020 7724 5566). There should only be maximum of two people present at our office for booked appointments and they must adhere to the social-distancing rules of 2 meters distance where possible.

In the event you would like to arrange a physical viewing of our one of our properties either for sale or let, we will be taking the below steps to ensure the safety of our employees and our customers:

### For Vendors and Landlords in occupation

1. We request that all internal doors of your property are left open throughout for both valuations and viewings – this will help with ventilation and limit contact with surfaces.
2. Homeowners/occupiers MUST clean the property surfaces prior to any related property visits, this is to include ALL handles.
3. Pets should be contained and not free to roam during valuations and viewings.

4. When viewings are conducted you will be asked to vacate the property where possible e.g. go for a walk/sit in the garden or outside.
5. If you wish to remain in the property whilst the viewing is taking place we request that you wear a mask and gloves if possible.

### **For customers buying or renting:**

- Meeting for viewings will be arranged for outside the property and try to avoid public transport where possible.
- Electronic property details will be emailed to you prior to the viewing, we will not be holding or passing printed brochures at this time.
- Limiting viewings to a reasonable time (approx 15 minutes) although this may vary due to the size of the property
- Please allow us to enter first to open any doors and windows.
- We kindly request that you wear gloves and a mask where possible on and throughout a viewing
- On arriving at a property both our staff and viewers MUST wash hands or use own hand sanitiser and you will be asked to remove your shoes.

### **Please make us aware**

In the event you are due to visit our office or a property with us, please let us know in advance if a member of your household fall into any of the below categories. If so we may not be able to carry out the viewing and may have to rearrange.

Please contact us and let us know if

- You or a member of your household fall into the 'vulnerable category'
- You or a member of your household are displaying any related symptoms or Covid-19.
- You or a member of your household has been in contact with anyone or visited any place that could have exposed you to Covid-19.

**We thank you for your understanding and co-operation.**

Hugh F Shaw & Co  
Estate Agents



**Registered Address**

Hugh F Shaw & Co Ltd. Registered in England. Registered Office. Edelman House 1238 High Road London N20 0LH. Company Number 04658376