



GUIDANCE FOR OUR CLIENTS - CORONAVIRUS (COVID-19)

In these uncertain times we wanted to reach out to all our clients to let you know we are here to offer support and guidance over the next few months.

Health and wellbeing are the most important things right now and we are continually reviewing our operations in line with advice from the Government and Public Health England so as to arrive at practical solutions to support both our staff and clientele. As an independent business we have the ability to create individual solutions to any given problem and therefore we will not be publishing a generalized operating statement covering “Estate Agency – best practice during CoVid 19 times”

We will however be operating from our office for the foreseeable future (although that is likely to change in the next few days) whilst currently rotating staff to work remotely with access to all our normal systems. We have videos for all our rental properties and we operate “a best practice” system for viewings being particularly respectful for minimal interaction, keeping our distance and hygiene of our properties. We have been informed by our partner companies that they will endeavor to operate a “normal service” as long as they possibly can whilst focusing on staff welfare.

Our property management department will continue to manage your property as best we can and in a timely manner, subject to practical constraints and staff availability. Please bear in mind a “lockdown” situation will make property visits highly unlikely.

Assuming viewings will stop happening shortly the majority of our work can be carried out without any person to person contact and that is how we will operate.

Finally if you are aware of any local resident who is in the vulnerable or self- isolation category who may require assistance then as long as the staff of Andrew Nunn Associates are moving around Chiswick then we will be happy to help with collections or delivery of items.

Our individual contact details are on our website <https://andrewnunnassociates.co.uk/meettheteam>