



The Pedder Group- COVID-19 hygiene guidance

Here at Pedder we understand that we must do all that we can to help prevent the spread of the Covid-19 Coronavirus. This means putting in place additional health and safety measures to ensure that we are always adopting the highest level of hygiene. By actively promoting these precautionary standards and expectations with all external/third parties it helps us to take the appropriate steps in order to safeguard everyone as best that we can. We will request and share information regarding any measures already being taken by those third parties and will actively encourage the additional measures below to help prevent any possible spread of the virus.

We have developed a strict and thorough Covid-19 risk assessment and hygiene policy that all employees of The Pedder Group will be expected to carry out as a minimum. Any employees that you interact with will be obliged to inform you if they have any symptoms of the virus, or if they have been in contact with anyone who has shown any symptoms. Additional equipment and facilities will be available internally to support our employees to provide the safest possible service. This will include, but is not limited to:

- A full and thorough risk assessment and additional hygiene guidelines
- Daily temperature checks (prior to commuting and upon arrival at the office)
- Additional hand sanitising facilities
- COVID-19 safety screens for front facing desks
- Social distancing within the offices and during appointments
- Daily wellbeing checks to spot early signs of symptoms
- Availability of PPE where appropriate

We will continuously keep our website updated so that you can find more information about the measures we are taking to ensure that all Pedder offices, employees and interactions associated with our business are hygiene optimised so that we can safely carry out our vital services. <https://pedderproperty.com/hygiene-optimised-safely-back-to-work>

In addition to the above, and to ensure that we can safely continue to interact with you, we must please ask you to adhere to the guidelines below:

Please follow the public guidance surrounding Coronavirus. This includes following the strict hygiene and social distancing measures, any guidance on travel quarantine periods, and self-isolating where any symptoms are present. We feel that it is important that you are aware of all current measures and guidance that is in place and understand why we have implemented certain practices. We ask that you become familiar with the formal guidance below to ensure that we can continue to carry out business as safely as possible:

NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Government guidance on [working safely during covid-19 in other people's homes](#)

Government advice on [home moving during the covid-19 outbreak](#)

If you suspect that you have any symptoms connected to Coronavirus please let us know immediately. This includes very mild symptoms, as well as disclosing any symptoms of anyone that you may live with or come into contact with on a regular basis. This will ensure that we are able to safeguard anyone that you may come into contact with by making an informed decision about an alternate approach to our appointment.





If you are particularly vulnerable or if you are currently shielding please inform us immediately. This will allow us to risk assess the safest way to conduct business with you.

Prior to your appointment we will call you to discuss the steps that will be taken to ensure all parties are safeguarded. This will include going through the details of this guidance, obtaining and sharing relevant medical information, answering questions, and ensuring all expectations are clear. Details regarding more specific measures in place for your appointment will also be discussed. For example, we will have more stringent measures in place for properties that are currently occupied and will discuss the details of this with you. **You must inform your Agent if you are isolating for any reason, including post-travel quarantine even if you do not currently have any symptoms.**

We will ask you to wear a facial covering/mask for the duration for your appointment, and we may ask that you wear additional PPE (personal protective equipment) during your appointment. Facial coverings/masks must be worn when using public transport, during interactions with those not from your household, where social distancing may be more difficult, or where you are in an enclosed space. A facial covering can be made at home and does not need to be a surgical mask. If you are not able to wear a facial covering for a medical reason, please do let us know prior to the appointment so we can make additional arrangements if necessary. We will endeavour to obtain a reasonable amount of PPE for the safety of our employees and clients, or anyone that we may be required to come into contact with where a virtual or rescheduled appointment is not appropriate. If you do have any specific requests for PPE prior to your appointment, please let us know 24 hours in advanced as a minimum.

[How to wear and make a cloth face covering](#)

Where practically possible, appropriate and regular hand washing must be carried out as per the preventative guidance prior to, during, and following your appointment. Hand sanitiser **must** be used where appropriate hand washing facilities are not available. Please bring hand sanitiser with you during your appointment to ensure this is possible.

We ask you to please avoid all physical contact during your appointment, including handshakes, touching surfaces, door handles or light switches, and ensuring that the 2-metre social distancing guidelines are always adopted. A 1m+ distance will only be considered if no other option is available, and where all parties are wearing facial coverings/masks. Where the property that you are visiting is vacant, please do not be offended if your agent waits outside. Further discussions will take place in well ventilated areas, or outdoors where practically possible.

Track and Trace – the details of all appointments and clients are recorded, including the handover of keys by any party, and any walk-in enquiries. This allows us to monitor who we have been in contact with should we be made aware of a confirmed case of the virus.

Privacy note: Due to the current COVID-19 pandemic, we may ask for some medical information before undertaking any physical viewings or valuations. We will keep this information on record for only as long as is deemed to be needed. Our full Privacy Policy can be found here:

<https://www.pedderproperty.com/privacy>

We thank you in advance for your support and cooperation and wish you all safe and well during this time.