



As you already know, COVID-19 has everyone talking and in various states of concern. The health and well-being of our clients and prospective clients, and of course, our employees, is our primary concern therefore we have decided to address the matter head on.

As a Company, we have decided that as a precaution and due to the nature of our business we will be actioning certain procedures with immediate effect.

What we will be doing:

- Washing our hands with anti-bacterial soap and water before, after and between clients
- Encouraging you not to touch anything within a property you are viewing
- Taking advise from the World Health Organisation as to best practises

What we won't be doing:

- Conducting any face-to-face meetings or viewings with anyone who displays any of the known symptoms of COVID-19
- Partnering with dear, alarm, panic or hysteria

We kindly ask that you let us know as soon as possible if you have travelled aboard, been advised to self-isolate or have felt unwell before any scheduled viewings so that we may equally protect one another. Please also refer to page 2 which details best practices for conducting viewings during the outbreak.

Your assistance and cooperation in the above is hugely appreciated and we look forward to continuing to provide you with the great service that you know and love.

Yours sincerely,

Alex Maile

Managing Director

Conducting Viewings During the Outbreak

Unless the Government tells us that we should avoid all non-essential contact with other people, it's perfectly OK to allow viewings on your property.

That said, there are still several precautions you should consider taking to help protect both you and your potential buyers. This is particularly important as it's thought that Covid-19 is contagious even before people have begun to show symptoms.

1) Don't Be Afraid To Raise The Subject

Your estate agent may be screening viewers for symptoms. But, don't be afraid to ask people if they are suffering any symptoms before they enter your home.

It's a fast-moving situation and people may have developed symptoms after they booked the appointment. Most people will understand and may even feel comforted that you're taking the threat seriously.

For now, you should also avoid shaking hands with anyone viewing your home.

2) Clean Surfaces Before AND After A Viewing

Covid-19 is thought to transit mostly through touching infected surfaces. That means that a good thorough clean of common touchpoints throughout your home is one of the best ways to avoid catching it or transmitting it.

Wipe down door handles, light switches, cupboard doors, and anything else people are likely to touch during a viewing. Do this both before and after a viewing to help prevent transmission of the disease.

You should also ensure you thoroughly wash your hands for at least 20 seconds before and after a viewing. You should also avoid touching your mouth, nose, ears, or eyes as much as possible.

3) Leave Internal Doors Open & Lights On

Touching infected areas is considered high risk with this virus. But there's an easy way to help prevent transmission. Simply reduce the number of things people viewing your home need to make contact with.

Leave internal doors open where possible and leave lights switched on. This way, it may be possible for viewers to see your entire property without even taking their hands out of their pockets!

4) Provide Hand Sanitiser / Hand Wash

We know, we know! Hand sanitiser is gold dust at the moment, but if you're lucky enough to hold a good supply, consider offering some to people as they enter your property.....failing that ask them to wash their hands. Under normal circumstances, this may be considered a little rude, but these are not normal circumstances! It is unlikely that in the current situation anyone would be offended by such an offer.