

Dear Customers and Clients,

We now enter step four of lockdown easing. Despite the legal restrictions lifting for many measures that had been in place, we continue to provide a series of safety measures to keep both my employees and our clients safe during the COVID – 19 pandemic. The following conditions are compulsory for any future appointments to take place:

What will we be doing?

I have asked my staff to keep to the following guidance:

- To wear a face covering, unless they have an exemption, throughout any appointment that takes place in an enclosed space
- To practice good hand hygiene, and carry hand sanitiser and wipes with them to appointments to minimise any contamination
- To practice social distancing, maintaining a 2-meter distance between persons where possible
- To prop doors and windows open where possible, to allow good ventilation in enclosed spaces

What we need you to do.

Please can I ask that:

- Only a maximum of four people attend an appointment
- You avoid touching any surfaces during the appointment
- You do not attend if anyone you are in contact with has either shown symptoms of, is self-isolating or has tested positive with COVID-19
- Finally, we advise that anybody viewing the property to wear their own face coverings throughout an appointment unless they have an exemption – particularly when in smaller spaces. If a safe social distance cannot be met, we will require a face covering to be worn.

If these conditions are not met for any reason, I regret to say that the appointment will not take place. I have instructed all members of staff to cease any appointments at any time. If they feel that these requirements are not being met, I hope this will not be necessary.

Yours sincerely

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Senior Managing Partner
For and on behalf of Cooper & Tanner LLP