

# Social Distancing Guidelines

## For Accompanied Viewings, Valuations & Visitors to the Office

### **We are delighted to be able to re-open our office in line with the latest Government guidelines.**

Health and safety is our number one priority and you can rest assured we are doing all we can to protect the welfare of our staff and customers.

Our processes have been adapted to meet the new social distancing rules as follows:

Before making an appointment for a viewing or valuation, our staff will ask whether any party is showing any Covid-19 symptoms, been in contact with someone who has had or shown signs of Covid-19, or are either self-isolating or consider themselves to be in a vulnerable group.

#### **ACCOMPANIED VIEWINGS**

- Only 2 adults from the same household to attend, no children are permitted please.
- Viewings can only last a maximum of 15 minutes.
- Staff and customers to wear face coverings, gloves and shoe covers.
- Where possible, all doors will be opened and lights switched on in readiness for the viewing.
- Customers should not touch anything in the property at all.
- Staff and customers are to please adhere to the 2m social distancing rule.
- Where possible you should wipe down door handles and surfaces after each appointment.
- While we are working towards a time where we can get back to full capacity, we will be prioritising proceedable buyers and tenants in the first instance.
- We ask buyers/tenants to have a virtual viewing of a property when available before booking an appointment to view.

#### **VALUATIONS**

- Staff and customers to wear face coverings, gloves and shoe covers.
- We would ask all customers we are visiting to please open all doors and switch on all lights in readiness for our visit.
- Staff and customers are to please adhere to the 2m social distancing rule.

#### **VISITORS TO THE OFFICE**

- As we will only be able to accommodate 1 or 2 visitors in the office at any one time, we would politely ask all visitors to make an appointment if possible.

*Ashington Page*

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