



Covid Policy

The current guidelines state: *The housing market in England will remain open. This means that people looking to move home will be able to both continue with planned moves and view new properties to move into in the future. Estate and lettings agents, removers, valuers and people in sales and lettings offices and show homes will be able to continue working.*

However, for us to be able to arrange this viewing for you, you will need to confirm to us in writing/email that you are Covid/symptom free and we will require the following information so we can follow the guidelines in place. The steps below are to make sure viewings can take place as safely as possible as our staff, our owners and your safety remain of paramount importance. Please can you send this information to the office via email.

Prior To Arranging A Viewing

In order for us to arrange a viewing for you and if you have not already done so, please email us a copy of one of the following:

- Details of your mortgage lender or financial advisor (phone number and email)
- A copy of your mortgage agreement in principle – **this is mandatory**
- Proof of deposit or total funds if you are a cash buyer. This can be confirmed by a solicitor or bank statement
- If you have a property to sell, you must be in a proceedable position I.E. UNDER OFFER and we will need your estate agents details. If you are selling privately, we will also need your buyers solicitors details and names.

If you have not looked into your finances and need any help, we have an independent advisor in house who will be available to assist you. Please let us know if you would like to hear from one of them. These appointments can be done over the phone.

We look forward to receiving this information from you, once it has been received the information is stored securely and in line with the data protection legislation. We will then be in touch with you as soon as we are able to arrange your viewing.

Please be aware we are unable to arrange a viewing for you without this information.

To View The Property And At The Viewing

- On the day of the viewing, we will require you to confirm you are showing no symptoms of Covid-19
- Viewers will have to provide their own PPE and will be required to wear a mask at all times
- We will be working to strict times at the viewings, unfortunately if you are late for your viewing you will be unable to view the property.
- Only two adults will be able to view the property if you have children, we can show one adult at a time while the other remains with the children in the car.
- you should avoid touching surfaces wherever possible, wash your hands regularly and/or use hand sanitiser. If you have no child care options and require small children accompanying you on viewings, please advise us prior to the viewing to ensure we have made safe provisions for this

Please be aware you will be unable to view a property should you arrive without your PPE.

Please respect the above and abide by our policy. We are doing all we can to ensure the property market can continue to move, however safety is of the utmost importance.