

# Visits by others

Information to keep you and other property professionals safe:

Other property professionals will visit your home throughout the sales process. These may include a Photographer, Videographer, Domestic Energy Assessor (Preparing the EPC), Contractor, Tradesperson, Bank Valuer and a Building Surveyor. They will no doubt have their own protection strategy, but we will ask them some additional questions such as:

“ Do you have, or have you had any COVID-19 symptoms such as a temperature, dry cough or shortness of breath? ”

“ Is there any reason that you know of why this viewing should not take place? ”

“ Are you or any member of your household in the "Clinically Vulnerable" or "Clinically Extremely Vulnerable" COVID-19 Categories? ”

“ Are you now, or have you been self-isolating in the last four weeks? ”

## We also suggest:

- If you or anyone in your household is vulnerable, please let your agent know as soon as possible.
- Vulnerable people should not be in the property during these visits and should only return when the property has been cleaned.
- We will discuss how the visit will take place and share this information with you.
- Minimum contact with surfaces should be made during the visit.
- Keep windows and doors open wherever possible.
- Open the loft hatch and set up the ladder if required.
- Turn the room lights on if required.
- If possible, leave the property during the visit/ inspection. Staying in the garden is acceptable.
- Wash / sanitise your hands before and after someone has visited and keep to social distancing measures at all times.
- Ensure pets and children are not in the property or stay outside.
- Sanitise any keys handed to a property professional using hand sanitiser.
- Clean door handles and other surfaces before and after each visit.
- More vulnerable visitors or occupants should ask those present to wear non-surgical face coverings.

**REMEMBER** Whether you are a new client, or someone we know really well you will always receive the same award-winning service from us however the safety of our clients, staff and the public will always be our number one priority.