

OUR POLICY & NEW WAYS OF WORKING - COVID-19

Last Updated - 12/01/21

We are pleased that the government is still allowing, as of now, to continue with most of the services we have traditionally provided into the Residential Sales and Lettings sectors. These services include Market Appraisals and Viewings but within all the strict safety directives issued by the Government and our Industries Associations (to include The NAEA & ARLA). Our principle policy and priority is, as always, to ensure the safety of all our clients, associates and staff.

Below is a brief summary of some of the more important aspects of the new government directives along with our own intentions and observations. In a number of cases our policy is to err even further than the government directives on the side of caution and safety.

Our Sales & Lettings offices in Princes Square continue to be manned during our usual office hours but on a closed door basis.

Viewings

We ask our clients to do very intensive VIRTUAL VIEWINGS online to establish a strong interest before any physical viewings are requested. We are shooting and loading phone videos onto our website and the main Property Portals to facilitate this initial careful sorting. We are also available to give comprehensive first-hand information over the phone to clients from colleagues who have actually visited /know the property.

Social Distancing

THREE metres must be observed where ever practical at all times. Our staff will accompany viewers and it is requested that Sellers are not inside the property during viewings.

Viewing Limits

Client viewings will be limited to one viewing per property per day and viewings of individual properties will be scheduled well apart with a time delay in-between each viewing to allow cleaning down.



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Time Limits

The time viewers can spend inside a property will be limited to a maximum of 15 minutes. If additional time is required a second viewing can be arranged.

Viewing Numbers

Only people from the immediate family – ONLY 2 – NO CHILDREN - will be allowed to view inside a property along with the owner or a member of our team. Children are strongly discouraged from attending viewings.

Contactless Viewings

Vendors/Landlords will be asked to leave internal doors open so that viewers to the property do not need to touch them. Viewers will be asked not to touch surfaces.

PPE

Our team members will wear either gloves, shoe protectors and masks where appropriate while conducting viewings. Viewers are required to provide their own PPE. Where possible Vendors/Landlords are expected to leave Anti-bacterial handwash and disposable hand towels at the property for before and after' viewings.

Health Declaration

Vendors/Landlords and viewers will all be asked if they are showing any sign of Covid-19 symptoms or have been asked to self-isolate before we go ahead with any viewings.

Selling or Letting

We can now very actively market your property and arrange viewings and also help you start to look for properties you may wish to purchase/rent. If any member of the household being viewed however is showing symptoms or is self-isolating then neither we or our clients will be able visit the property.

You can also start to assemble the documentation necessary to sell/let your property (more information on these documents for Sales is available in the government's <https://www.gov.uk/buy-sell-your-home>).

If you wish to view one of our New Build properties you should make contact with us in the usual way. You will be able to view the Show Home or visit the particular plot you are interested in purchasing, although there will be appointment systems in place.

Summary

Our main message today is that we prepared well from the start of the crisis and together with our clients have handled the Covid-19 lockdowns during 2020 very safely, and well for all parties and in the same way want to do a similar good job this year. We know we can count on all our clients to work with us on the above and thank you.

Stay Safe
Simon and Gemma
The Myring Family