

Workplace Social Distancing Policy – Vendors & Landlords

1. Introduction

- 1.1 We are committed to ensuring the health and safety of staff and anyone affected by our business activities, and to providing a safe and suitable environment for all those attending our premises or where we attend your home and properties.
- 1.2 Our Workplace Social Distancing Policy is designed to protect the health and safety of our employees, consultants, self-employed contractors, visitors, vendors, viewers, landlords, tenants and clients / customers during the COVID-19 pandemic. Managers are encouraged to facilitate requests unless they cannot be accommodated for business or operational reasons.
- 1.3 This policy is intended to guide vendors and landlords on how we intend to operate in these times.

2. Our responsibilities

- 2.1 We have asked our staff to only come into work if they are well and no one in their household is self-isolating.
- 2.2 We will be maintaining a minimum distance of 2 metres between individuals, wherever possible.
- 2.3 We will assess whether the viewing is a genuine sale or let opportunity and therefore essential.
- 2.4 We will not be undertaking viewings or appraisals when others are in the property wherever possible. We will facilitate viewings by opening the front door and allowing prospective buyers and tenants to view unaccompanied.
- 2.5 We will wear gloves and undertake regular hand washing/sanitising, but we cannot guarantee that viewers will do the same.
- 2.6 On the day of the viewing we will reconfirm with all parties in advance of the viewing that no one is displaying symptoms or self-isolating. If they are the viewing is to be cancelled for a later date.

3. Your responsibilities

- 3.1 You should be symptom free at the time of the booking of the appointment and upon the day of the appointment
- 3.2 You confirm that you are willing to allow viewings on the basis that you will have vacated the property before our arrival and remain absent until after we have left. In exceptional circumstances, such as impaired mobility, you can wait in an outdoor space such as a garden, but we will agree this at the time the appointment is booked.
- 3.3 You agree that the potential vendor/tenant viewer will be in the property by themselves and confirm that you are happy to proceed on this basis. It is to be recommended that high value, consider remove items from sight, even from the premises?
- 3.4 For the viewing, you will ensure that the property is well ventilated by opening windows and open all internal doors. If appropriate and it is practical to do so, consider opening accessible loft spaces where there is a dropdown ladder. Surfaces should be appropriately sanitised.
- 3.5 If you are present, you should maintain a safe distance (at least 2 metres) from anyone attending your property.
- 3.6 You should wipe down surfaces and wash your hands with soap and water as soon as you return to your home.

4. Estate Agency and Lettings Agency – our offices

- 4.1 To protect employees and customers, entry into the office will be managed, only allowing a limited number of people into the office at any given time. We have suggested a locked door policy for the time being but this is at the Manager's discretion.
- 4.2 Customers with symptoms are not to enter the premises and, if you haven't, you are requested to always keep 2 metres from our staff.

5. KEEP SAFE

You are requested to take every effort to keep safe at all times