

Covid Secure Operating Plan

- 1: We will operate in accordance with Government guidance at all times and take all reasonable steps to protect our team and our customers and have in place measure to help prevent the spreading of the Covid 19 virus.
- 2: Our offices will be open, but at times we may need to restrict numbers entering to ensure social distancing can take place.
- 3: We support the guidance that face coverings should be worn when in any enclosed/indoor setting with people who you are not normally with.
- 4: We will have supply of hand sanitizer at appropriate points in offices for use by staff and visitors
- 5: In the office and on appointments we will take all reasonable steps to ensure social distancing is maintained
- 6: We will not permit any face-to-face meeting to take place in any case where any party has been advised to self-isolate or is awaiting Covid 19 test results.
- 7: We will ensure our offices are well ventilated as much as possible and that our team has access to regular hand washing facilities
- 8: We will offer virtual viewing appointments as a first option if a tour is available.
- 9: We will issue digital information and communication where possible.
- 10: We will retain your information should this be needed for any NHS test and trace purposes.
- 11: Where viewing/market appraisal appointments are undertaken we will either ourselves or ask sellers to open all internal doors to restrict 'touching' of surfaces.
- 12: For property viewings we will request that the number of people attending the viewing is kept to a minimum
- 13: If required our staff are able to work from home, so whilst you may not 'see' us all the time in the office, we want to re-assure you we are still here, still offering all of our services but sometimes remotely.
- 14: If our own teams are working in the office then they will take a covid lateral test if necessary to identify early signs of a potential issue.
- 15: We reserve the right to amend these procedures at short notice depending on Government advice at the time.



Updated 15/9/21