



COVID-19 POLICY: SAFE WORKING

The Health Protection (Coronavirus, Restrictions) (England) (Amendment) (No. 2) Regulations 2020

These regulations came into force on 13th May 2020:

"To undertake any of the following activities in connection with the purchase, sale, letting or rental of a residential property –

- (i) Visiting estate or letting agents, developer sales offices or show homes;
- (ii) Viewing residential properties to look for a property to buy or rent;
- (iii) Preparing a residential property to move in;
- (iv) Moving home;
- (v) Visiting a residential property to undertake any activities required for the rental or sale of that property "

In order for us to show our commitment to the public, our clients and our competitors, we have published the following policy document to show how we are abiding by Government regulations to ensure and promote a safe working environment both in the office and when we are entering other people's homes.

VIEWINGS/ APPOINTMENTS:

- We will ask whether any party is showing symptoms or has been asked to self-isolate before going ahead with viewings, or visits to offices.
- We will operate on an appointment only basis for both viewings and office visits. Our doors will be locked to prevent walk-ins.
- If you are granted an office appointment, you will be required to wear a face covering before entering the premises. If any of our agents come into close face-to-face contact with visitors, we will also wear a face mask.
- We will encourage virtual viewings/ tours as a first instance, and physical viewings will only be arranged for those with a strong interest in the property.
- The government expect agents to accompany viewings, and we will seek to maintain a minimum of 2 metres distance from others, where possible.
- Viewings will be limited to a group of 6 from any number of households (children of any age count towards this) or a group of any size from up to two households.
- No open house viewings will take place.
- If we do not accompany the visit, we will make clear to both the buyer and seller how the viewing should be conducted safely.
- Clients will be expected to meet us at the property; we will only drive clients to viewings in exceptional circumstances under strict safety measures.
- If a viewing is taking place in your home, you should open all internal doors and ensure surfaces are cleaned after each viewing. It is also recommended that you vacate the property during this time in order to minimise unnecessary contact.
- All parties should wash their hands with soap and water (or hand sanitiser if not available) immediately after entering the property. Separate towels or paper towels are to be used if possible and washed or disposed of safely after use.
- Internal doors should be left opened and surfaces should be wiped down before any prospective buyer enters the property.
- We will do what we can to promote flexibility when arranging move dates, including liaising with all parties to extend a move date, in case someone involved has contracted the virus or is self-isolating.
- All keys will be thoroughly cleaned before handover to the client.

LETTINGS COMPLIANCE:

- Landlords are able to carry out normal services to properties – including urgent and routine repairs and safety inspections, and planned maintenance provided these are undertaken in line with the latest guidance.
- Where possible, necessary repairs, gas and electrical safety checks will be conducted in the period between a property being vacated and a new tenant moving in. If this is not possible and visits are needed to occupied properties, this will be done by appointment only. Measures will be put in place to ensure physical contact is minimised, for example with residents staying in another room during the visit.
- Periodic Inspections have resumed and these will be conducted in accordance with government guidance.
- We will make every effort to abide by our obligations to complete gas and electrical safety requirements, however should a tenant be experiencing symptoms, they are self-isolating or shielding, we will work with the occupiers to come up with a mutually agreeable procedure and time frame. We will demonstrate that we have taken reasonable steps to comply, and therefore would not be in breach of any legislation.
- We will take additional precautionary measures to ensure that properties are prepared ready for new tenants. This may include; cleaning to minimise any potential spread of the virus, and cleaning of keys before handover.
- To limit office contact, we will send (and accept) all paperwork (where possible) electronically through DocuSign. This will include; terms and conditions, tenancy agreements, referencing paperwork etc.

OFFICE PROCEDURES:

- Operating on an appointment only basis.
- We have reviewed layouts to allow workers to work further apart from each other.
- Avoided people working face to face (use side by side or back to back).
- Used screens (where needed) to create a physical barrier between people.
- Encourage workers to remain on site, but when not possible, reminded them to abide by social distancing while off-site.
- Frequent cleaning of work areas and equipment between uses.
- Frequent cleaning objects and surfaces that are touched regularly such as computers, printers, scanners, door handles, kitchen and bathroom facilities.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
- Used signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough and sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Provided hand sanitizer in multiple locations in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Provided more waste facilities and more frequent rubbish collection.
- Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.

This Policy has been approved and authorised by:

Name: William Maddin
Position: Operations Manager
Date: 18.05.2021
Due for Review by: 01.12.2021
Signature: 