

Ensuring we are

## COVID SECURE

● GUIDANCE FOR BUYERS ●



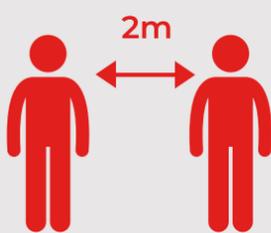
### Virtual viewings will continue to be offered

We understand that not everyone will want or be able to attend viewings in person; however, face-to-face viewings are now also an option for homemovers. The government have released guidance, which we have now put in place, to protect our staff and our clients and must be adhered to in all circumstances.



### Safety in lower numbers

Viewers will be limited to a maximum of two people from the same household. We advise you not to bring children on viewings where possible.



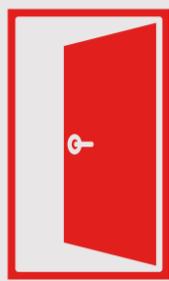
### Maintain social distancing

When on a viewing, we will ask you to maintain the recommended 2-metre distance from our consultants at all times.



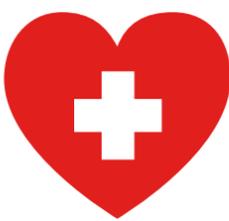
### Wash your hands

We will ask you to wash your hands upon entering a property where handwashing facilities have been made available; however we would advise you to carry your own antibacterial gel.



### Vacant properties

Where a property is vacant, we will provide access and wait outside the property until your viewing is complete.



### Keeping you and our staff safe

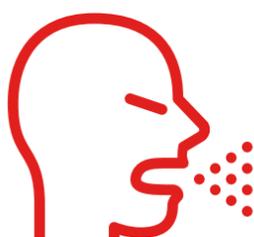
Our agents will be provided with PPE and sanitising gel to ensure we keep the risk of transmission low. We would advise you to wear your own face coverings on viewings if possible.



### By appointment only

All viewings, as before, are offered on an appointment only basis. Open houses can only be conducted virtually.

Visiting our offices is also now by appointment only. Please contact your local office if you require to visit us.



### Report any symptoms immediately

if you are experiencing COVID-19 symptoms, please report this to a member of our staff immediately, whether they have had contact with you or not.

Viewings will not be carried out with you for 14 days after a report of a seller with symptoms and you should refer to the latest government guidance on self-isolating:  
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>