

## **COVID 19 UPDATE – JULY 2020**

### **Background**

Since the government announced that Estate and Letting Agents could return to work in May, we have adapted how we operate as safe and as reasonably as can be. We have since re-opened all of our branches within the Linley & Simpson Group which are running smoothly under the new government guidelines. The below information provides an outline of the safety measures that are currently in place at our branches and head office.

### **Our employees**

The majority of our employees are now back in full-time work after a period of furlough. Our head office staff are working in the office on a rotation basis and our branch staff have limited numbers of people in their branches at any given time. Prior to employees returning to work, a full health-assessment has been carried out.

### **Premises**

We are accommodating the 1+ metre social distancing rule wherever practical both between staff and between staff and customers, with all face to face contact being kept to a minimum. Screens are now assembled in each branch where customer/visitor interactions happen.

At each branch, rules are displayed on the front door as to how to how many people are allowed in the branch at any one time. Every branch has been supplied with the appropriate PPE, hand sanitizer, anti-bacterial wipes, sprays and soaps which are available for our staff, visitors and customers to use.

### **Viewings**

As per guidance, we're restricting viewings to those who are genuinely able to proceed within a reasonable timescale. We have also limited the number of people allowed on a viewing to no more than two at any one time and both people must be from the same household. If the property is occupied, we are checking on the health of the tenant/seller before arranging the appointment.

Where a physical viewing does take place we are:

- Avoiding any handshaking and physical contact
- Keeping a two-metre distance
- Wearing protective gloves
- Avoiding any 'paper' documents
- Considering using face masks
- Taking antiseptic wipes and wiping all handles and surfaces which we or the viewer may touch
- Providing the viewer with a wipe or hand sanitizer upon entry if they don't have their own.

## **Market Appraisals**

Where possible, we are carrying out valuations in accordance with the seller's or landlord's instructions. Where a face to face meeting is to take place we will assess any risk attached to the visit, in terms of the health of the seller/landlords and ourselves, and ask if anyone is self-isolating at the property in line with the government guidelines.

Where a valuation is conducted face to face, we are avoiding any hand shaking or physical contact, keeping a two-metre distance, wearing protective gloves and considering the use of face coverings.

Generally, our business is functioning as usual but in a very controlled way, but if you do need any further information please contact your local [branch](#).