



VISIT TO YOUR PROPERTY DURING CORONAVIRUS PANDEMIC

Thank you for booking an appointment to visit your property. As discussed for our own safety and for yours and your family's, we would ask that you work with us and comply with the following procedures established using Government advice and guidance.

1. You must confirm that you and no one in your household has Coronavirus, the symptoms of Coronavirus, is self isolating or are in the extreme vulnerable group.
2. Our staff will contact you by telephone on the morning of the appointment to confirm that your health circumstances have not changed. If your circumstances change between email confirmation of the appointment and the actual appointment time, you must let us know ASAP.
3. When our staff arrive, please have as few people in the property as possible, ideally a maximum of 2 adults who should be the named owners only.
4. Wherever possible, children should not be inside the property during our visit. Please advise prior to us arriving if this is not possible.
5. Please remove any pets or have them contained/caged for their safety and our own.
6. Please ensure the property has been cleaned and sanitised as far as reasonable.
7. We would like you to open all internal doors and turn on any lights in order that we can limit touching surfaces and items.
8. We would recommend that you wear a facemask during our visit. Our staff will have them available if required.
9. Our staff will wear a facemask and disposable gloves at all times.
10. Our staff will maintain social distancing of 2m at all times.
11. Our staff will not be able to accept any offer of refreshments, and will not sit down, but will remain standing.
12. Our staff will aim to look around the property in 15 mins, and take a series of photographs.
13. Our staff will follow up with a telephone/video call at a mutually convenient time for a longer discussion.

For further information regarding Government advice on home moving during the Coronavirus, please see:-
https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak?utm_campaign=11540751_Government%20guidance%20released&utm_medium=email&utm_source=dotmailer&dm_i=Z6K,6VCWF,5FPBSO,RKQEN,1

Please accept that these procedures are for your own safety and that of our clients and staff. Please reply to this email (cc: hitchin@norgans.co.uk) confirming that you have read it and accept the terms. On receipt of your email we will send full confirmation of the appointment including date and time.

Thank you for choosing Norgans to value your property, working together we will stay safe and get you moving!