

From: **Stuart Jones** stuart@northwest-6.co.uk
Subject:
Date: 13 May 2020 at 08:26
To:

SJ

COVID-19 POST LOCKDOWN PROCEDURES

The usual rules apply wash your hands regularly and maintain the 2m social distance rule with anyone outside your household. Catch a cough or sneeze in a tissue or sleeve then wash hands. Should you be showing any symptoms follow government guidance as per link below: <https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

All of the below are subject to review depending on ongoing Government Guidance and PHE recommendations and you have a personal responsibility to keep yourself informed of any changes to personal guidelines.

IN OFFICE - WORKING POLICY

Hygiene –All Staff to WASH hands regularly and especially when entering the office after being out.

Work Stations – DO NOT SHARE DESKS and Telephones, Keyboards, Mouse, Desk to be wiped down every Morning **Stationary** - Each staff member to use **ONE PEN** (big germ spreaders)

Keys – All keys should be sanitized / washed once returned to the office

Post - Sanitize after opening POST or handling things from outside that are delivered.

Barriers – Barriers to remain in place and only staff allowed to cross. All members of public to take a seat on couch and remain behind barrier.

Front Door Notice –Notice on door will ask people attending to only come in if not showing symptoms, if the visit is totally essential and to only enter if no other party is already attending the office.

Kitchen – One person in the kitchen at any one time and to Wash/Sanitize hands on entry

Appliances – All appliances to be sanitised every morning before use i.e. Kettles, Toaster, and Handles etc. **OUT OF OFFICE - APPOINTMENTS**

VIEWINGS

All staff to avoid ANY contact with applicants, or anything in the property where possible.

Advise Viewers...and attach to appointment confirmation

Please **CANCEL** should you start to feel unwell or show any Symptoms of Coronavirus.

We reserve the right to cancel or refuse any viewing without any prior notice.

Viewings to last no longer than 15 minutes to minimise contact.

A maximum of 2 Persons (Adults only) per viewing on any property and ideally from same household.

Please do not touch anything at the property (Door handles, bannisters, cupboards etc.)

Please sanitize your hands before attending and also wear a face mask if possible.

Please remain minimum of 2 Metres away from our Staff and we will not be shaking

hands.

All viewers must have viewed the 360 Virtual tour (if available) prior to arranging a viewing.

Should the vendor be in residence we will be recommending the vendor to conduct the viewings and all

parties abide by the recommendations set out above. This is to avoid three separate households in any one property at the same time.

VALUATIONS AND LISTINGS

As with viewings our staff to avoid ANY contact with vendors, or anything in the property where possible.

Advise Vendors...and attach to appointment confirmation

Please *CANCEL/REBOOK* should you start to feel unwell or show any Symptoms of Coronavirus

We may be wearing face masks, and will be sanitizing our hands on entry.

We will not be touching anything at your property (Door handles, bannisters etc.) Therefore can doors

(garage etc.) be opened in advance and we will request to walk around the property unassisted.

Please remain minimum of 2 Metres away and note our Staff will not be shake hands.

We will ask clients to sign with their own pen.