



TRILOGY

HELPING OUR CUSTOMERS WHILST MAINTAINING SOCIAL DISTANCING

Trilogy Land & New Homes has introduced comprehensive measures to minimise any disruption to our customers' property search whilst social distancing measures remain in place.

The health and wellbeing of our staff, clients and customers remains our foremost priority.

We have prepared the following guide based on the latest advice from the government, so that you can be confident in the measures that we have introduced.

Stage One: Assisting Our Customers With Their Initial Enquiry

The full Trilogy team continues to work full time to ensure that our customers' initial enquiries can be responded to without delay. Whether you contact us via the office telephone number, mobile, our website, email, social media, microsite or one of the property portals, your enquiry will be immediately routed to the appropriate team member.

Should a customer wish to discuss their requirements 'in person', we are able to offer online meetings via Zoom, WhatsApp, Apple Facetime or Microsoft Teams.



Video meetings are particularly effective for off plan purchases. We can share our screen with you and guide you through the brochure, plans, CGIs and images of the specification.

Stage Two: Virtual Tours & Professionally Narrated Videos

We have produced 3D tours and/or professionally narrated videos for the majority of our new homes developments, allowing our customers to undertake an effective initial viewing of our properties.

With the 3D tours, the viewer can fully control their route around the property, spend as much time as they like inside and out and even return for a second or third "viewing" at their leisure. They will find that key areas of the specification are highlighted and enjoy the functionality of zooming into areas of particular interest. If the viewer has a pair of 3D glasses to hand, they can enjoy an even more immersive experience!

| LAND | DEVELOPMENT CONSULTANCY | NEW HOMES |

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Trilogy (Land & New Homes) Ltd Incorporated in England and Wales No. 12056116

Registered Office 336 Molesey Road, Hersham, Walton-On-Thames, Surrey KT12 3PD VAT No: 327 0176 22



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Live Video Viewings – By Appointment

Our customers can now book an appointment for a live video viewing conducted remotely by an experienced member of our new homes team. We will visit the property on your behalf and contact you via your preferred video method (Zoom, WhatsApp, Facetime or Teams).



We will then be your personal guide around the property, focusing on rooms and areas of particular interest and answer any questions you have along the way, much like a traditional viewing.

Stage Four: Viewing In Person

The guidelines from The Ministry of Housing, Communities & Local Government encourage agents to only permit viewings in person after a virtual tour or live video viewing has been conducted.

We appreciate that our customers will want to visit a property prior to making a final commitment, so we will be pleased to be able to accompany you on a viewing in person. Unlike 'second hand' homes, new homes are not occupied, which means we can more easily put appropriate safeguards in place to minimise public health risks.

On the next page, we have undertaken a risk assessment and outlined the procedures that we have put in place.

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RISK ASSESSMENT

People who have symptoms of coronavirus or who are self-isolating with their family should not leave their home to undertake a property viewing or to move home. This applies to both our customers and our agents. Please do not be offended if we ask you whether any member of the viewing party is showing symptoms or has been self-isolating. Please feel free to ask us the same question.

If you are particularly worried about the risk of infection, please speak to us as we may be able to put extra measures in place for you.

Viewings will only be permitted on a 'by appointment' basis, so please contact us to book your viewing.

NEW HOMES VIEWING PROCEDURE

Moving home is an exciting time and we want to ensure that you can view your prospective new home in a relaxed and safe manner. We have put the following measures in place to try and achieve this. Please let us know if there is anything more we can do for you prior to, or during your viewing.

Our Commitment to Our Customers

1. For safety, the agent will be wearing a face covering and disposable gloves.
2. Please forgive us for forgoing the traditional handshake upon meeting you.
3. The agent will always maintain a *minimum* distance of 2 metres from those in the viewing party (social distancing).
4. Each property will be fully prepared before your arrival, with all lights switched on and doors opened to minimise the number of surfaces that you may be required to touch.
5. Where appropriate, we will open several windows to help air to circulate around the property.
6. Access to handwashing facilities with soap and disposable paper towels will be provided.
7. At the end of the viewing, the agent will ensure that all surfaces such as light switches, door handles, stair rails and keys are disinfected.

What We Ask of Our Customers

1. Please make your own way to the appointment. Unfortunately, we are currently unable to offer you a lift in our cars.
2. We request that each person attending a viewing brings their own face covering, disposable gloves and/or hand sanitiser.
3. If you do not have disposable gloves and/or hand sanitiser, we will politely request that you wash your hands upon entering the property.
4. Only members of the same household will be permitted to be present at the viewing.
5. Where possible, you should avoid touching any surfaces except those required for health and safety. For example, stair handrails. You may wish to keep your hands in your pockets.
6. Whilst children will of course be welcome to attend the viewing, we politely ask that you keep them close to you and ask them to minimise any contact with surfaces inside the property.

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