

Following updated buying and selling guidance from the government, Bishops Personal Agents are currently open to clients and applicants by appointment as usual. As of 13 May, we can now carry out market appraisals, viewings, and move-ins in person, whilst following government guidelines.

Virtual viewings available on our website and Rightmove are still encouraged in the first instance. Adhering to all government guidelines, Bishops Personal Agents will be happy to arrange physical viewings of any properties which you have a strong interest in.

COVID 19 RISK ASSESSMENT VIEWINGS PLEASE STAY SAFE!

**PLEASE LOOK AT THE DETAILS AND PROPERTY TOURS BEFORE DECIDING TO VIEW.
IF YOU HAVE ANY COVID 19 SYMPTOMS INCLUDING A COUGH, YOU MUST NOT ATTEND
ANY VIEWINGS.**

WE WILL CLEAN OUR HANDS ON ENTRY AND ALSO ON EXIT OF ANY PROPERTY.

**PLEASE BRING HAND SANITIZOR TO USE BEFORE AND AFTER ANY VIEWINGS. THIS WILL BE
PROVIDED IF YOU DON'T HAVE ANY!**

PLEASE WEAR A FACE MASK OR COVERING.

**YOU MUST NOT TOUCH ANYTHING INCLUDING DOOR KNOBS, WHILE IN ANY PROPERTY,
PLEASE ASK BEFORE HAND IF THERE ARE ANY DOORS/CUPBOARDS YOU NEED TO LOOK
INTO.**

**ONLY TWO PEOPLE CAN ATTEND ANY VIEWING. CHILDREN AND OTHER FAMILY MEMBERS
ARE NOT ABLE TO COME.**

**IF YOU ARE A COUPLE OR FAMILY MEMBERS, YOU CAN ONLY VIEW TOGETHER IF YOU LIVE
TOGETHER.**

**VENDORS MUST WAIT OUTSIDE OR IN DIFFERENT PARTS OF THE HOUSE IF IT IS BIG
ENOUGH.**

**WE WILL PRACTICE SOCIAL DISTANCING, YOU MUST KEEP TWO METRES AWAY FROM THE
AGENT AT ALL TIMES.**

PLEASE DO ASK ANY QUESTIONS ABOUT THE PROPERTY AS USUAL AFTER THE VIEWING?

COVID 19 RISK ASSESSMENT VALUATIONS PLEASE STAY SAFE!

Your personal agent will not attend any valuations if they are feeling unwell or have any Covid 19 symptoms including a cough.

Where possible we will carry out the valuation in accordance with the seller's or landlord's instructions. If possible and if the client is agreeable, we will visit the property with no-one else present and report back to the client afterwards.

Where a face to face meeting is to take place, we will assess any risk attached to the visit, in terms of health of the seller and ourselves, and ask if anyone is self-isolating at the property in line with Government guidelines.

Please do remember, this is a two-way process so please make sure you disclose to us any symptoms when we ask you, in the same way that we would ensure that anyone we send to your property is free from such symptoms. This is designed to reassure everyone involved.

We will explain to you the actions we are taking to reduce the risk of spreading Coronavirus – reassuring you is paramount to us.

Where a valuation is conducted face to face, we will avoid any handshaking or physical contact, keep a two-metre distance, always wear protective gloves. We may use face masks if recommended by the government, and of course will, if these are made mandatory.

Where we receive an instruction to sell a property, we acknowledge that all other aspects of our legal obligations are still in force.

Where possible, we will obtain and check your customer ID, AML (Anti-Money Laundering), proof of ownership, proof of address as appropriate, during this site visit to avoid further contact going forward. These documents can be left out for us to see, approve and check we may use a camera/smart phone to take a photo.

When we have taken ID, we will wash our hands/sanitise our hands immediately afterwards.

EPCs can continue to be provided if no COVID-19 issues exist and the assessor operates in accordance with Public Health England guidance.

When we get back to our cars we will: dispose of our gloves; use hand-gel to give our hands a good wash and wipe any equipment we have used during the visit with antibacterial wipes.

SUMMARY:

It is our sole intention to demonstrate a safe way to return to work, servicing our clients with health and safety as our primary concern. We welcome any further suggestions and will continue to review this policy to ensure it remains stringent. We thank you for doing business with us and appreciate you working with us under these new ways of operating, during this unusual period.

LINKS FOR FURTHER INFORMATION:

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>