



James Du Pavey

INDEPENDENT ESTATE AGENTS

COVID-19 HEALTH AND SAFETY POLICY

'To provide an outstanding
bespoke service for each
and every client'

INTRODUCTION

As we return to the workplace, our priority is to ensure we continue to safeguard everyone we work with, and for.

In order to minimise the risk of a second peak of the virus and a further lockdown we have made changes to our processes, our working environment, and how our team operates.

Please read on for more information on how we have achieved this.

SECTIONS

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PEOPLE 1

We will check on the health of the people working for us. We will have a meeting with each member of our team to establish they are healthy and complete a health assessment form with each of them.

As part of our daily morning meeting we will carry out a check to ensure no health conditions have changed.

OUR PREMISES 2

We have prepared our offices to accommodate the two metre social distancing rule, this has meant fewer desks to allow this to happen. We have marked out the floor space to ensure any visitors keep to the two metre rule and we have limited the number of visitors to one party of two at any one time and attendance is by appointment only. We intend to keep face to face contact to an absolute minimum and, where possible, our staff will work side by side with a minimum two metre distance between them, rather than facing each other.

We have a designated visitor area with hand sanitiser that will be cleaned after each visitor leaves.

In some branches we will be installing screens on some desks to allow for customer interaction, while maintaining protection for all parties. This decision is made by each individual office, taking into consideration location, expected footfall, and business operation model. We will designate areas to be used for talking to customers and ensure they are cleaned after each visitor.

We have purchased an ample supply of hand-gel, anti-bacterial wipes and sprays, soap and tissues. We will make sure that these are readily available on each desk for staff and visitors.

We have a regular cleaning routine throughout the day which includes, but is not limited to: desks; chair arms; keyboards; mouse; screens; staplers; pens; photocopier controls; drawer handles; phones; mobile phones; key cabinets; filing cabinets; and door handles.

We have also implemented an hourly hot water and soap handwashing policy, with an audio reminder. We will make sure supplies are always stocked up in washrooms, along with disposable towels.

Our managers will lead by example and keep social distancing measures in place all the time. This includes when conducting morning meetings, when preparing refreshments, visits to the lavatories and allocating lunch breaks, all of which will be staggered.



VALUATIONS 3

Estate Agency is a people business and requires interaction with sellers, buyers, applicants, landlords, tenants, and contractors to name but a few. How can we provide a safe environment for all concerned?

We will continue to offer our digital valuation and viewing options. This enables us to complete a valuation in accordance with the seller's instructions, virtually.

Where a face to face meeting is required, we will use a health assessment form to assess any risk associated with each individual visit and confirm that we have also carried out an assessment of our team member visiting you. 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. All staff have been advised to never attend a valuation appointment if they are feeling unwell.

Where we do conduct a physical valuation, we will respectfully avoid any handshaking or physical contact, keep our two metre distance, and wear protective gloves. We will use face coverings and respectfully insist that you do too, or remain outside.

We will demonstrate all our marketing via digital resources rather than leaving any paper documents at your property, all of which will be followed up by email.

This goes against the grain for us, but we will keep any face to face contact to a minimum and will have to respectfully decline any refreshments you may be kind enough to offer.

We will explain to you the actions our firm are taking to reduce the risk of spreading Coronavirus, reassuring you is paramount to us.

When we return to our vehicles after each appointment we will safely dispose of our gloves, use hand gel to cleanse our hands, and wipe any equipment we have used during the visit.

When we arrive back at the office we will wash our hands with soap and hot water before we do anything else. We have signs around the office to remind us.

At the end of each day, and after our last appointment, we will give our steering wheel, gear lever, handbrake, and all controls a wipe down with anti-bacterial wipes.

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

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

VIEWINGS 4

We will make full use of our virtual viewing tools and only arrange physical viewings where the buyer is genuinely interested in the property.

We will complete a health-check on all viewers intending to visit the property.

We will limit the number of people viewing a property to no more than two at any one time.

If the property is occupied, we will check on the health of the seller and all those in residence before arranging the appointment.

Where a physical viewing does take place, we will respectfully avoid any handshaking or physical contact and remember to keep our two-metre distance. We will wear protective gloves and avoid any paper documents. We will use face masks and respectfully insist you also wear a face covering. As we will be wearing protective gloves, we will be the only individual permitted to open doors.

When we return to our vehicles after each appointment, we will safely dispose of our gloves, and use hand gel. We will also wipe any equipment we have used during the visit.

If the property is vacant and we are using a key, we will wipe the key when it is taken from the key cabinet, wipe it after the viewing and again before it is placed back in the key cabinet. We will never share a car and always meet viewers at the property.



SUMMARY

It is our sole intention to ensure a safe return to work, serving 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 this new way of operating, during this unprecedented period.

LINKS FOR FURTHER INFORMATION:

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak?fbclid=IwAR1J7Emylvql28SYZ9vmx0VvKEyPfVeqxE2GP4FnY-4Fx0FLXaqlX5eelr8>

www.nhs.uk/conditions/coronavirus-covid-19

www.gov.uk/government/organisations/public-health-england

www.gov.uk/coronavirus



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