

COVID -19 STATEMENT

TURNERS



Dear Customer,

I wanted to make you aware of our position regarding the COVID-19 situation and reassure you of our continued ability to help all Turners clients buy, sell or rent a property

Based on government guidelines viewings are able to take place but we need to take a number of precautions to help protect our staff and our customers.

Prior to Viewing

In the first instance, ALL prospective customers will need to have watched a virtual tour video of the property. The video will only be available by request thereby gauging an initial level of interest.

Prospective customers must also be willing to disclose their current situation within reason, around affordability, proof of mortgage, why moving etc over the phone with Turners staff before an appointment will be made.

Viewing Arrangements

Vendors & Tenants will be asked to wait outside or appointments will be made only when the property is empty for a period. If the property is large enough for the occupiers to be isolated in a different part of the house this may be considered.

Anyone visiting the property will need to wear gloves and a face mask (including the agent and any contractors) Turners can provide these upon request.

Internal doors should be left open so that visitors do not have to touch door handles. Visitors will also be asked to not touch any surfaces in the property. Turners' agents will carry wipes and disinfectant for any instances where this happens

Viewings must be kept brief; ideally no more than ten minutes, according to the size of the property.

From a Sellers or Tenants point of view you may of course want to rub down surfaces before and after viewings.

Single Viewing Appointments

We will no longer be conducting open house viewings with multiple appointments. Instead all viewings will be conducted as individual appointments with one of our negotiators carrying out the above precautions.

Strictly only TWO people will be allowed to view the property at any one time. Children, other family members and friends will NOT be able to view the property. Please do not turn up to a viewing with additional people and ask for them to view, they will not be allowed.

Contractor Visits

We are taking advice from our individual contractors and many will need to be on a case by case basis.

Questions & Constraints

However in booking appointments you may be asked the following questions to allow us to make an informed decision on how best to serve all parties.

- 1 Have you or anyone living with you self-isolated within the last 14 days?
- 2 Has anyone you work with had flu-like symptoms (Covid or otherwise) and been asked to self-isolate?
- 3 Do you or anyone you live with have an underlying health condition or are in an 'at risk group'

If the answer is yes to any of the above questions we will respectfully ask you to reschedule any appointments, viewings or meetings.

Cancellations by Any Party

We want all of our customers and contractors to feel assured and so if you have any doubts or do not wish for an appointment to go ahead please let us know. We will continue to follow the government's guidance closely and adapt our policies as appropriate.

Rest assured the health and wellbeing of all our staff and customers remain a high priority.

Robert Davies

Managing Director